

# 2004



## Washington State Medicaid CLIENT SATISFACTION SURVEY RESULTS



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- Andi Hanson, Clinical Quality Assurance Reviewer

## We would like to thank:

### OMPRO:

OMPRO, a health care Quality Improvement Organization (QIO), provided project oversight and assisted in the development of the enrollment materials and this stakeholder report. For more information about OMPRO, please visit [www.ompro.org](http://www.ompro.org).

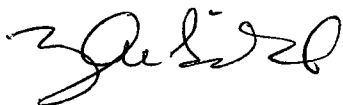
### Health Services Advisory Group:

OMPRO contracted with Health Services Advisory Group, Inc. (HSAG), a QIO, to conduct the survey, perform data analysis and reporting, including the development of this stakeholder report. For more information about HSAG, please visit [www.hsag.com](http://www.hsag.com).

Six health plans participated in the 2004 Children's and Children with Chronic Conditions CAHPS<sup>®</sup> Survey.<sup>1</sup> Without their cooperation and timely submission of data, the 2004 CAHPS<sup>®</sup> Survey would not have been possible.

- Columbia United Providers
- Community Health Plan of Washington
- Group Health Cooperative
- Molina Healthcare of Washington, Inc.
- Premera Blue Cross, Inc.
- Regence BlueShield

Sincerely,



MaryAnne Lindeblad, MPH, RN  
Division Manager  
Division of Program Support

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<sup>1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

This report is designed to enable health plans, the Medical Assistance Administration (MAA), and other organizations to monitor and evaluate the performance of Medicaid Healthy Options and statewide managed care programs in Washington State. Assessments were based on health care services and experiences of children enrolled in Healthy Options and the State Children's Health Insurance Program (SCHIP). This report describes the background of the Medicaid CAHPS® Survey, the goals of the project, and how survey results may be interpreted by consumers, health plans, and other stakeholders.

## Project Background

The CAHPS® Survey tools were developed under cooperative agreements among Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. A version of CAHPS® has been implemented in Washington State by MAA for eight years. In the CAHPS® Child Survey, respondents provide information about their children's experiences with various aspects of medical care, including:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Courteous and Helpful Office Staff
- Customer Service
- Overall Satisfaction Ratings
  - Rating of Personal Doctor or Nurse
  - Rating of Specialist
  - Rating of All Health Care
  - Rating of Health Plan

Additionally, children with chronic conditions (as determined by responses to the survey questions) were evaluated on six additional composites which comprise the Children with Chronic Conditions measurement set:

- Access to Prescription Medicines
- Access to Specialized Services
- Family Centered Care: Getting Needed Information
- Family Centered Care: Personal Doctor or Nurse Who Knows Child
- Family Centered Care: Shared Decision Making
- Coordination of Care

To request a copy of this report, please call 360-725-1624, or e-mail a request to [paradtl@dshs.wa.gov](mailto:paradtl@dshs.wa.gov).

## Project Goals

The primary goal of the Medicaid CAHPS® project is to provide timely and comparative health plan information to Medicaid enrollees to assist them in choosing a health plan. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care system and the services they received through Healthy Options. This year's CAHPS® Survey results are included in the 2005 Medicaid client enrollment materials.

MAA's second goal is to provide performance feedback used to improve Medicaid clients' satisfaction with health care. CAHPS® results are provided to health plans, used to identify and correct problems, and are integrated into performance improvement projects at the health plan, provider group, and individual provider levels.

# ***How to Use This Report***

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This report is designed to allow health plans and other stakeholders to identify key opportunities to improve clients' health care experiences. For this reason, the report focuses on comparisons of health plan performance with other health plans across the state. This report includes data from six health plans for children enrolled in Healthy Options managed care plans. Additionally, it includes data for children enrolled in SCHIP. For this year's results, individual health plans can compare their own plan results to the aggregate information for all Healthy Options managed care plans in Washington State. The SCHIP sample is already an aggregate statewide sample, and therefore, there are no comparison data for this group. Results for both group composites and individual questions are displayed in graphical format.

## **Composites**

Given that the survey covers many topics, comprehensive reporting that includes results for each question may be overwhelming to readers. To keep reporting comprehensive, yet easily understood, the national CAHPS® consortium developed and tested groupings of related questionnaire items that were used to report most of the survey results. These groupings are referred to as composites. Results for these composites can be more useful to readers than results for each question. Testing during the development of the CAHPS® product showed that consumers found these composites easy to understand and were satisfied with the level of detail.

## **Statistical Significance**

The bar graphs represent unadjusted percentages of responses for all questions contributing to the composites for each health plan or group as well as a summary of all health plans. For Healthy Options plans, the case-mix adjusted mean of the categories of responses was computed for the individual plans as well as for the all-plan aggregate. These adjusted means were compared to determine statistically significant differences. *P* values less than 0.05 were considered significant. The comparison group on all graphs depicts frequency distributions for survey data aggregated for all plans or a statewide sample.

Stars were assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance was significantly better or worse than the statewide mean for all Healthy Options plans. Plans with means that were statistically better than the statewide mean are noted with three stars. Plans with means that were statistically worse than the statewide mean are noted with one star. Plans with means not statistically different from the overall mean are noted with two stars.

For SCHIP clients, bar graphs of percentages are not case-mix adjusted. Stars are not presented because there is no comparison group for this program.

## **Case-Mix**

As described above, the stars represent relative ratings of the overall mean for all Healthy Options plans. Given that case-mix may result in differences in ratings between plans that are not due to differences in quality, the overall means are case-mix adjusted so that plans are more comparable. (For further explanation, see "Analysis" section.)

# ***Type of Presentations in This Report***

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Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report: summary tables, bar graphs, and survey results.

## **Summary Tables**

Two of the four tables in the Summary Results provide a quick look at how Healthy Options plans compare to the statewide aggregate of all plans on each of the five composites and four overall satisfaction ratings. These measures are presented for both the general Healthy Options population and the Healthy Options children with chronic conditions population. A third table depicts the Healthy Options children with chronic conditions population on each of six composites in the Children with Chronic Conditions (CCC) measurement set. As described previously, the stars in these three tables illustrate statistically significant differences from the aggregate of all Healthy Options plans.

The fourth table contains a summary of survey responses for children enrolled in SCHIP. The table includes each of the five composites and four overall satisfaction rating measures on the CAHPS<sup>®</sup> Child Survey. Given that there is no comparison group for SCHIP, only percentages for the responses are presented.

## **Bar Graphs**

A series of bar graphs present composite and individual question-level results for all questions for which “Never,” “Sometimes,” “Usually,” and “Always”; “A big problem,” “A small problem,” and “Not a problem”; “Had a problem and did not receive help,” “Had a problem and did receive help,” and “Not a problem”; or “Yes” and “No” responses were possible. Some survey items have a 0 - 10 rating scale as response options. All items were re-coded into three categories so that the formats of the data entered into the significance tests were consistent across all questions, with the exception of the Yes/No questions, which were limited to two response categories.

Graphical displays in this report provide comparative data for individual health plans and aggregated results for all plans. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that had fewer than 85 responses were included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher star rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case-mix adjustments (see “Case-Mix”) are taken into account when computing stars, but not bar graphs.

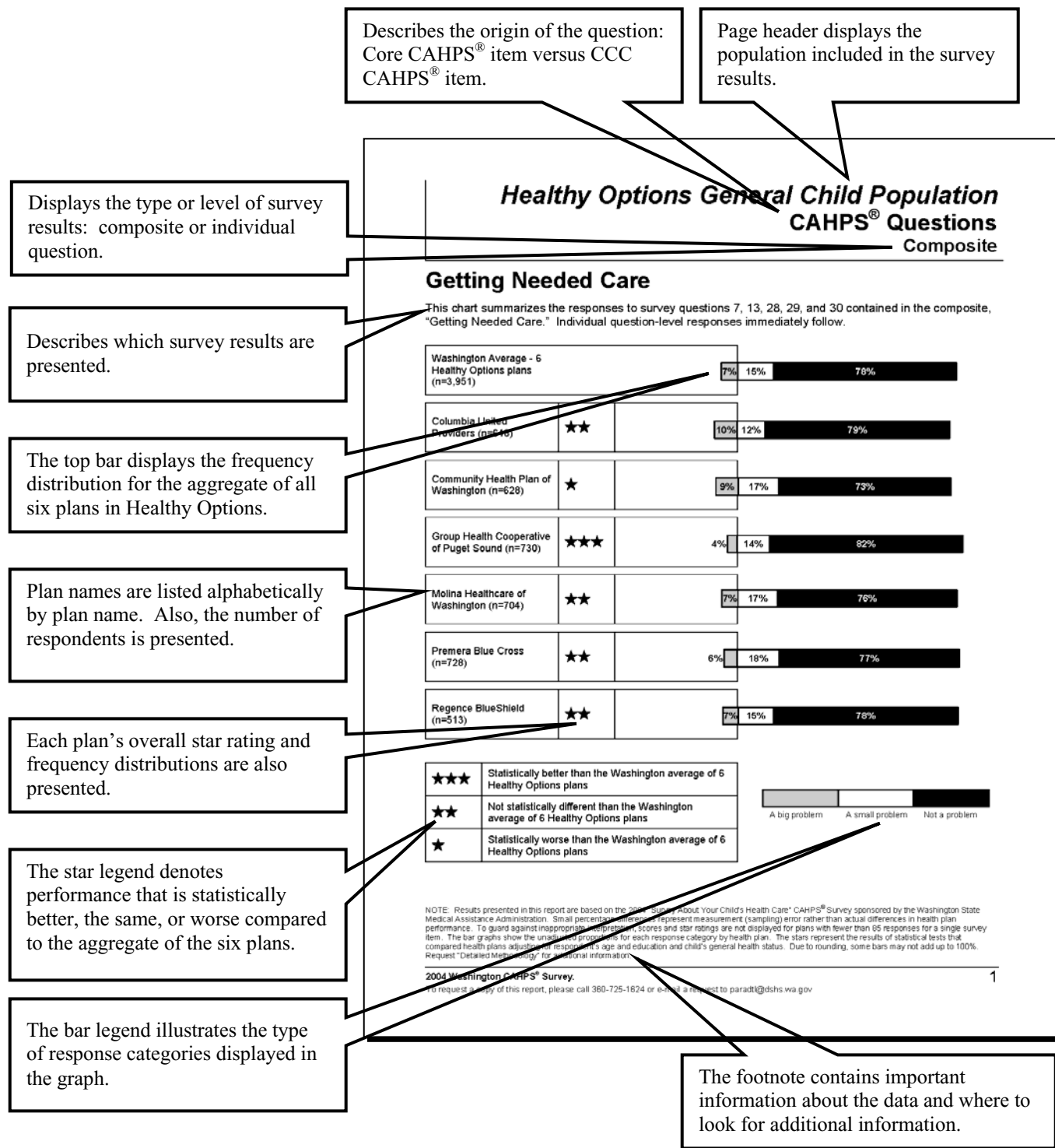
## **Survey Results**

This report presents respondent data in separate sections for the Healthy Options general child population, the Healthy Options children with chronic conditions population, and the SCHIP child population. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of the participating health plans and the aggregate of all plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up the composite.

# How to Read the Bar Graphs

## Healthy Options

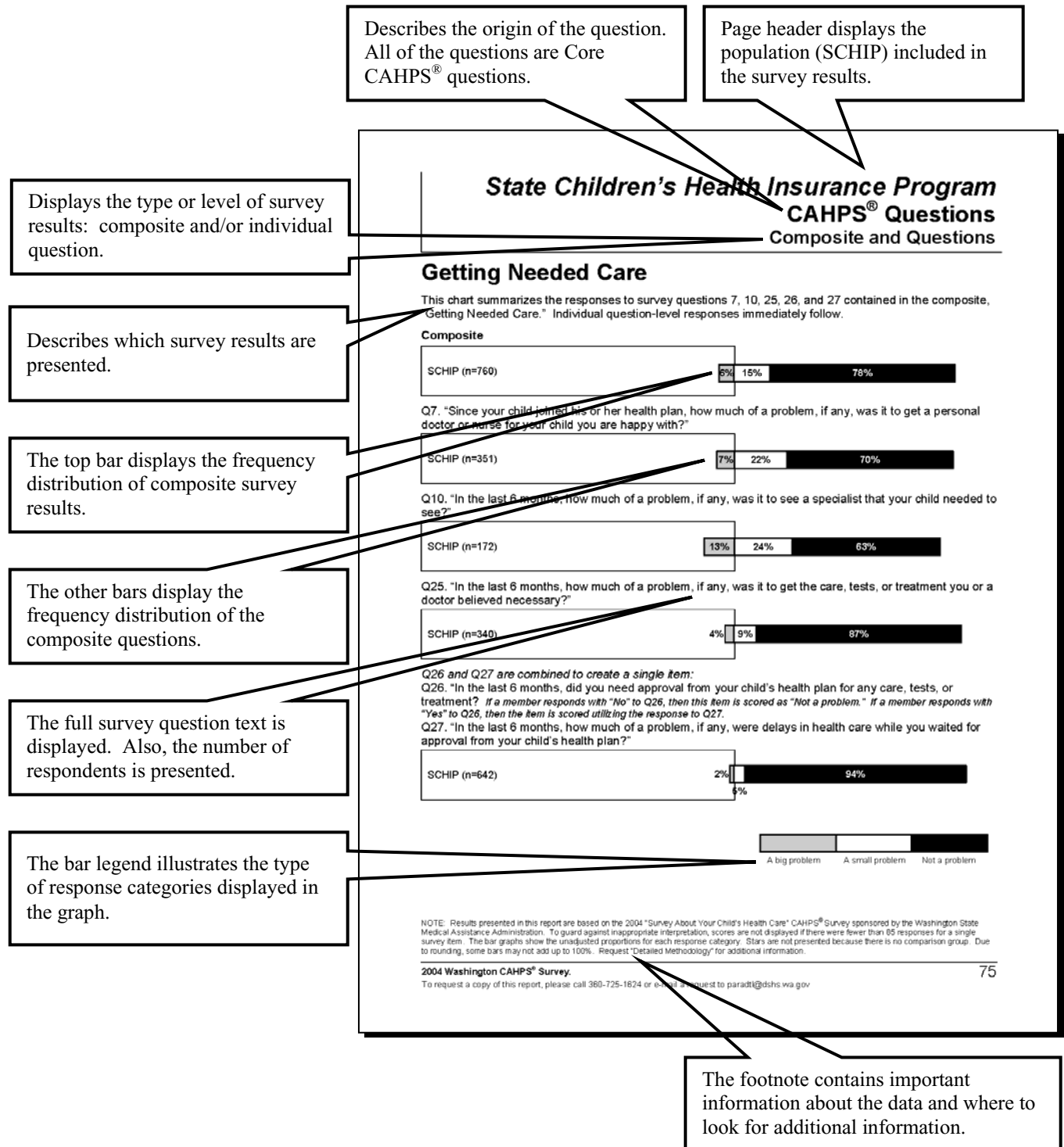
Below is an explanation of how to read the information presented in the Healthy Options (general child population and children with chronic conditions population) sections of this report.



# How to Read the Bar Graphs

## State Children's Health Insurance Program (SCHIP)

Below is an explanation of how to read the information presented in the SCHIP section of this report.





# **Executive Summary**

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## **Study Populations**

### **Healthy Options General Child Population**

Children aged 17 years old and younger who were continuously enrolled in Medicaid from July 1, 2003 through December 31, 2003 in a Healthy Options plan were randomly selected from Medicaid enrollment data. Up to a one-month break in the enrollment period was allowed. This sample includes children assigned a prescreen status code of 1, 2, or 3, in accordance with the methodology recommended by the National Committee for Quality Assurance (NCQA). The prescreen status codes were based on claims and encounter data, as specified in Volume 3 of the NCQA Health Plan Employer Data and Information Set (HEDIS®).<sup>2,3</sup>

### **Healthy Options Children with Chronic Conditions Population**

Children aged 17 years old and younger who were continuously enrolled in Medicaid from July 1, 2003 through December 31, 2003 in a Healthy Options plan were randomly selected from Medicaid enrollment data. Up to a one-month break in the enrollment period was allowed. Children were identified as having a chronic condition based on responses to the survey questions. (For additional information, see “Analysis” section.)

### **State Children’s Health Insurance Program (SCHIP)**

Children aged 17 years old and younger who were continuously enrolled in SCHIP from July 1, 2003 through December 31, 2003 were randomly selected for inclusion in the CAHPS® Child Survey. Up to a one-month break in the enrollment period was allowed.

## **Sampling Methodology**

### **Healthy Options – Enrollment Data**

For each of the six participating plans in Healthy Options, 1,650 children meeting the Medicaid eligibility criteria were randomly selected for the CAHPS® Child Survey. This group of 1,650 randomly selected children per plan represents the Healthy Options general child population (Sample A). Additionally, up to 1,840 children per plan with a prescreen status code of 2 (based on claims and encounter data) were also randomly selected for the CAHPS® Child Survey (Sample B), yielding a total survey sample size of up to 3,490 members per health plan. Please note, not all plans were able to identify 1,840 children with a prescreen status code of 2; therefore, Sample B for these plans was less than 1,840.

### **State Children’s Health Insurance Program (SCHIP) – Enrollment Data**

SCHIP was initiated in the State of Washington on February 17, 2000. A statewide random sample of 1,650 non-duplicated Washington resident child enrollees was selected from enrollment data.

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<sup>2</sup> National Committee for Quality Assurance. *HEDIS® 2004, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2003.

<sup>3</sup> HEDIS® is a registered trademark of NCQA.

## Survey Process

Surveys were administered to the selected enrollees from the six health plans participating in Healthy Options and SCHIP. In Spring 2004, 20,450 Healthy Options enrollees and 1,650 SCHIP enrollees, for a total of 22,100, were mailed cover letters and survey questionnaires. If a survey was not returned within about one week, a reminder postcard was mailed. A second survey was then mailed to non-respondents within 35 days of the first survey mailing. If a questionnaire was still not returned, a second postcard reminder was sent out about one week after the second survey mailing. Non-respondents received follow-up telephone calls (Computer Assisted Telephone Interviews) for approximately two weeks with up to six calls attempted per client.

## Types of Questions

This report presents data for five general types of survey questions:

1. Questions that asked respondents to rate aspects of their child's care from 0 to 10, where 0 = "Worst possible" and 10 = "Best possible."
2. Questions that asked respondents to report how often something happened, by choosing "Never," "Sometimes," "Usually," or "Always."
3. Questions that asked if certain things were "A big problem," "A small problem," or "Not a problem."
4. Questions that asked if certain things were "A big problem," "A small problem," or "Not a problem" and if anyone helped with the problem, by choosing "Yes" or "No."
5. Questions that asked respondents if the health plan or doctor performed certain actions, by choosing "Yes" or "No."

## Response Rates

The overall response rate for the State of Washington was 48.2 percent. For the Healthy Options population, the overall response rate was 47.3 percent. The overall response rate for SCHIP was 60.7 percent. The actual number of responses varied per question.

## Analysis

### Determining Children with Chronic Condition Status

For the Healthy Options population (excluding SCHIP), 3,636 children were identified as having a chronic condition (as determined by responses to the survey questions). It is important to note that the 3,636 children identified as having a chronic condition are not mutually exclusive and included children from both Sample A (1,089 children) and Sample B (2,547 children). The prescreen status code used to identify Sample B is not the determining factor for a child with a chronic condition. Instead, the 2004 CAHPS® 3.0H Child Survey contains a Children with Chronic Conditions (CCC) survey-based screening tool and responses to those specific questions determined who was included in the CCC group. In addition, if a child was randomly selected in Sample A (the general Healthy Options population) and was also identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the child's responses are included for both the general Healthy Options population and the CCC population.

## Rounding

Survey response distributions (bars) for individual questions may not always sum to 100 percent due to rounding.

# Executive Summary

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## Composite Calculations

Frequencies for the composites and global ratings were calculated utilizing the NCQA HEDIS® 3.0H methodology, with the exception of the Customer Service composite. Per MAA specifications, the Customer Service composite was calculated utilizing the Agency for Healthcare Research and Quality's (AHRQ's) methodology. This methodology includes an additional question in the Customer Service composite regarding paperwork.

## Case-Mix Adjustment

Case-mix refers to the characteristics of respondents used in adjusting the results for comparability among health plans. Results for the Healthy Options population (general child and children with chronic conditions) were case-mix adjusted for general health status of the child, and educational level and age of the respondent. Given that differences in case-mix can result in differences in ratings between plans that are not due to differences in quality, the data were adjusted to account for disparities in these characteristics.

In general, the demographics of a response group influence CAHPS® results. In order to allow for valid plan-to-plan comparisons, case-mix adjustment was performed to control for differences in child health status, respondent age, and respondent education. The case-mix adjustment was performed using standard regression techniques (i.e., covariance adjustment). This procedure was performed independently on the Healthy Options general child population (Sample A), and also on the Healthy Options children with chronic conditions population.

## Statistical Analysis

Tests of statistical significance were performed only on the Healthy Options population.<sup>4</sup> First, a global *F* test was performed to determine if any of the adjusted plan means differed significantly from the adjusted Healthy Options aggregated state mean. If the global *F* test revealed that plans did differ significantly, independent *t* tests were performed to determine if each plan's adjusted mean differed significantly from the overall adjusted state mean. An alpha-level of 0.05 was used to determine statistical significance (i.e.,  $p < 0.05$ ). Please note, results for plans with fewer than 85 responses for a single survey item or composite are not reported.

For additional information on the methodology utilized, please request a copy of the "Detailed Methodology" from MAA. For general information on CAHPS®, please visit the CAHPS® Survey Users Network (CAHPS-SUN) Website at <http://www.cahps-sun.org>.

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<sup>4</sup> Given that SCHIP is a separate state program, it is not comparable to the other Washington plans.

# Summary Results

## Healthy Options General Child Population CAHPS® Composites and Overall Satisfaction Ratings

		Composites						Ratings			
		Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of All Health Care	Rating of Health Plan	
Health Plan											
Columbia United Providers		★★	★★	★★	★★	★★	★★	★★	★★	★★	★★
Community Health Plan of Washington		★	★	★★	★	★★		★★	★★	★	★
Group Health Cooperative		★★★	★★★★	★★	★★	★★	★★	★★	★★	★★	★★
Molina Healthcare of Washington		★★	★★★★	★★	★★	★★		★★	★★	★★	★★★★
Premera Blue Cross		★★	★★	★★	★★	★★		★★	★★	★★	★★
Regence BlueShield		★★	★★	★★	★★	★★		★★	★★	★★★	★★

### Summary of Composite Results and Overall Ratings for CAHPS® Questions

This table summarizes statistically significant differences between each plan's general child population and the Washington general child population average of 6 Healthy Options plans for each of five composites and four overall ratings questions. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, all health care, and health plan.

★★★	Statistically better than Washington average of 6 Healthy Options plans.
★★	Not statistically different than Washington average of 6 Healthy Options plans.
★	Statistically worse than Washington average of 6 Healthy Options plans.
NA	No ratings displayed where there are fewer than 85 responses.

# Summary Results

## Healthy Options Children with Chronic Conditions Population CAHPS® Composites and Overall Satisfaction Ratings

Health Plan	Composites						Ratings			
	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of All Health Care	Rating of Health Plan	
Columbia United Providers	★	★★	★★	★	★★	★★	★★	★★	★★	
Community Health Plan of Washington	★★	★	★★	★★	★★	★	★★	★★	★★	
Group Health Cooperative	★★★	★★	★	★	★★	★★	★★	★	★★	
Molina Healthcare of Washington	★★	★★★	★★★	★★★	★★	★★★	★★	★★★	★★	
Premiera Blue Cross	★★	★★	★★★	★★	★★	★★	★★	★★★	★★★	
Regence BlueShield	★★	★★	★★	★★	★★	★★	★★	★★	★★★	

### Summary of Composite Results and Overall Ratings for CAHPS® Questions

This table summarizes statistically significant differences between each plan's children with chronic conditions population and the Washington children with chronic conditions population average of 6 Healthy Options plans for each of five composites and four overall ratings questions. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, all health care, and health plan.

★★★	Statistically better than Washington average of 6 Healthy Options plans.
★★	Not statistically different than Washington average of 6 Healthy Options plans.
★	Statistically worse than Washington average of 6 Healthy Options plans.
NA	No ratings displayed where there are fewer than 85 responses.

# Summary Results

## Healthy Options Children with Chronic Conditions Population CAHPS® Children with Chronic Conditions Measurement Set

Children with Chronic Conditions Measurement Set						
Health Plan	Access to Prescription Medicines	Access to Specialized Services	Family Centered Care: Getting Needed Information	Family Centered Care: Personal Doctor or Nurse Who Knows Child	Family Centered Care: Shared Decision Making	Coordination of Care
Columbia United Providers	★★	★★	★★	★	★★	★★
Community Health Plan of Washington	★★	★	★★	★★	★★	★★
Group Health Cooperative	★★	★★	★★	★	★★	★★
Molina Healthcare of Washington	★	★★	★★	★★★	★★	★★
Premiera Blue Cross	★★★	★★	★★	★★	★★	★★
Regence BlueShield	★★	★★	★★	★★★	★★	★★★

### Summary of Results on the Children with Chronic Conditions Measurement Set

This table summarizes statistically significant differences between each plan's children with chronic conditions population and the Washington children with chronic conditions population average of 6 Healthy Options plans for each of six children with chronic conditions measurement set composites.

★★★	Statistically better than Washington average of 6 Healthy Options plans.
★★	Not statistically different than Washington average of 6 Healthy Options plans.
★	Statistically worse than Washington average of 6 Healthy Options plans.
NA	No ratings displayed where there are fewer than 85 responses.

# Summary Results

## State Children's Health Insurance Program (SCHIP)

### CAHPS® Composites and Overall Satisfaction Ratings

	Composites					Ratings			
Response Choices	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of All Health Care	Rating of Health Program
Responses	n = 760	n = 717	n = 648	n = 644	n = 521	n = 769	n = 149	n = 647	n = 893
A big problem A small problem Not a problem	6% 15% 78%				6% 21% 73%				
Never/Sometimes Usually Always		15% 28% 57%	6% 23% 70%	7% 22% 71%					
0-6 7-8 9-10						8% 34% 58%	9% 28% 63%	8% 28% 64%	12% 34% 53%

### Summary of Composite Results and Overall Ratings for CAHPS® Questions

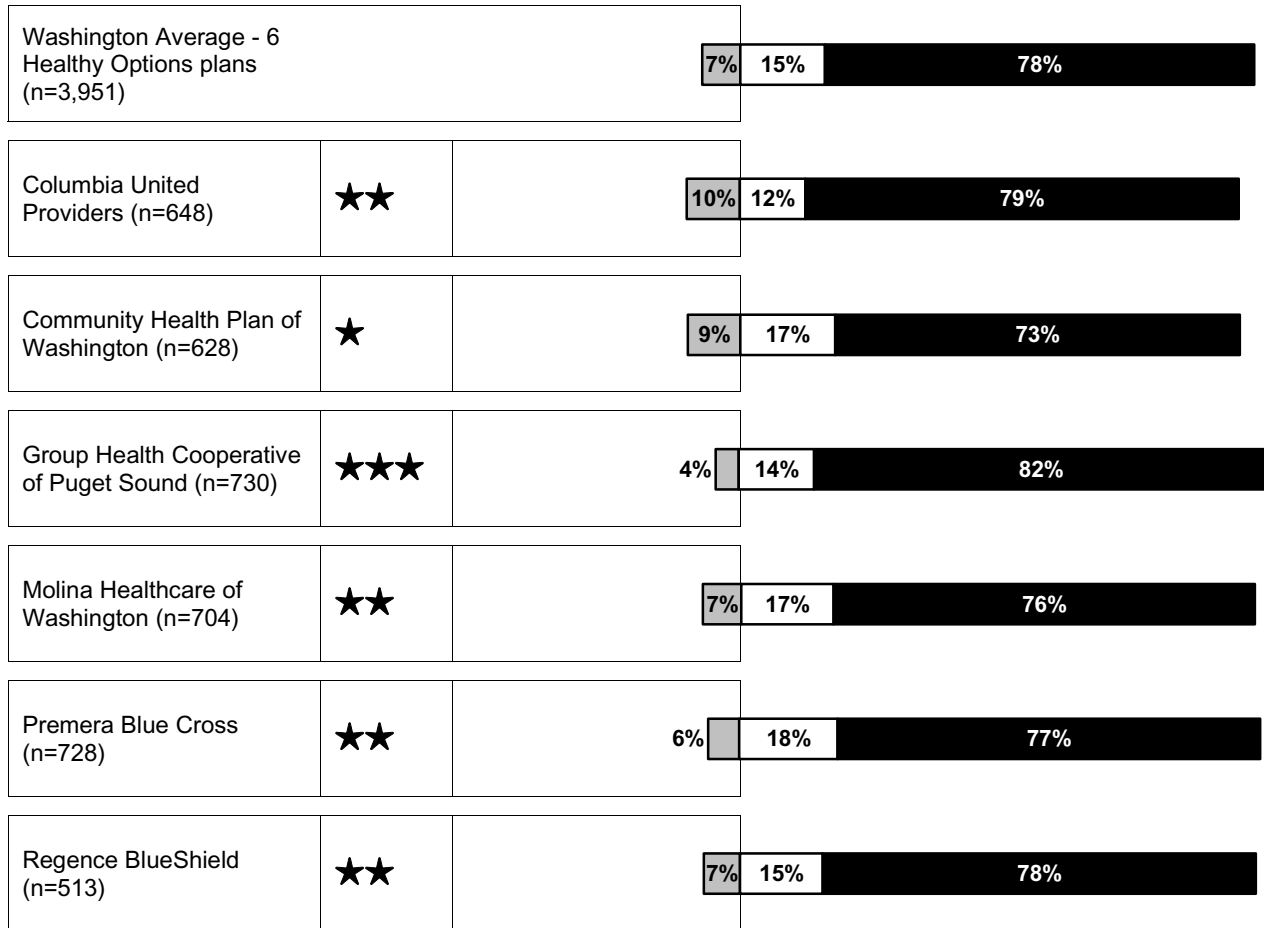
This table summarizes the SCHIP percentage results for each of five composites and four overall ratings questions. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, all health care, and health program.

NA	No ratings displayed where there are fewer than 85 responses.
	Not applicable response categories.

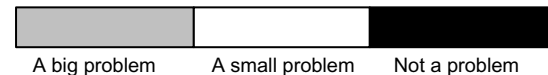
# Healthy Options General Child Population CAHPS® Questions Composite

## Getting Needed Care

This chart summarizes the responses to survey questions 7, 13, 28, 29, and 30 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



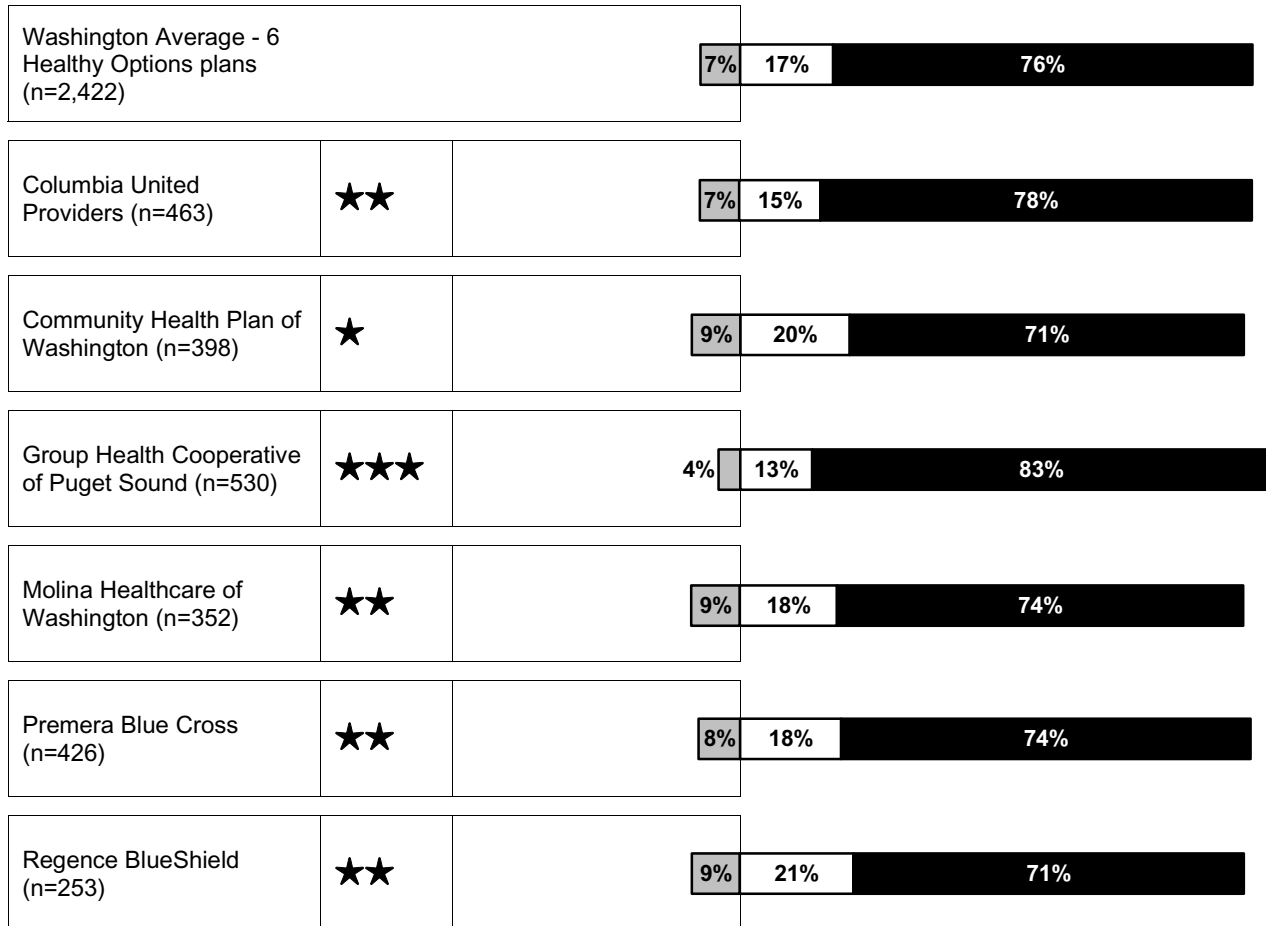
# Healthy Options General Child Population

## CAHPS® Questions

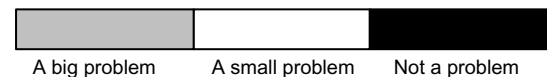
### Question 7

## Getting Needed Care

Q7. "Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

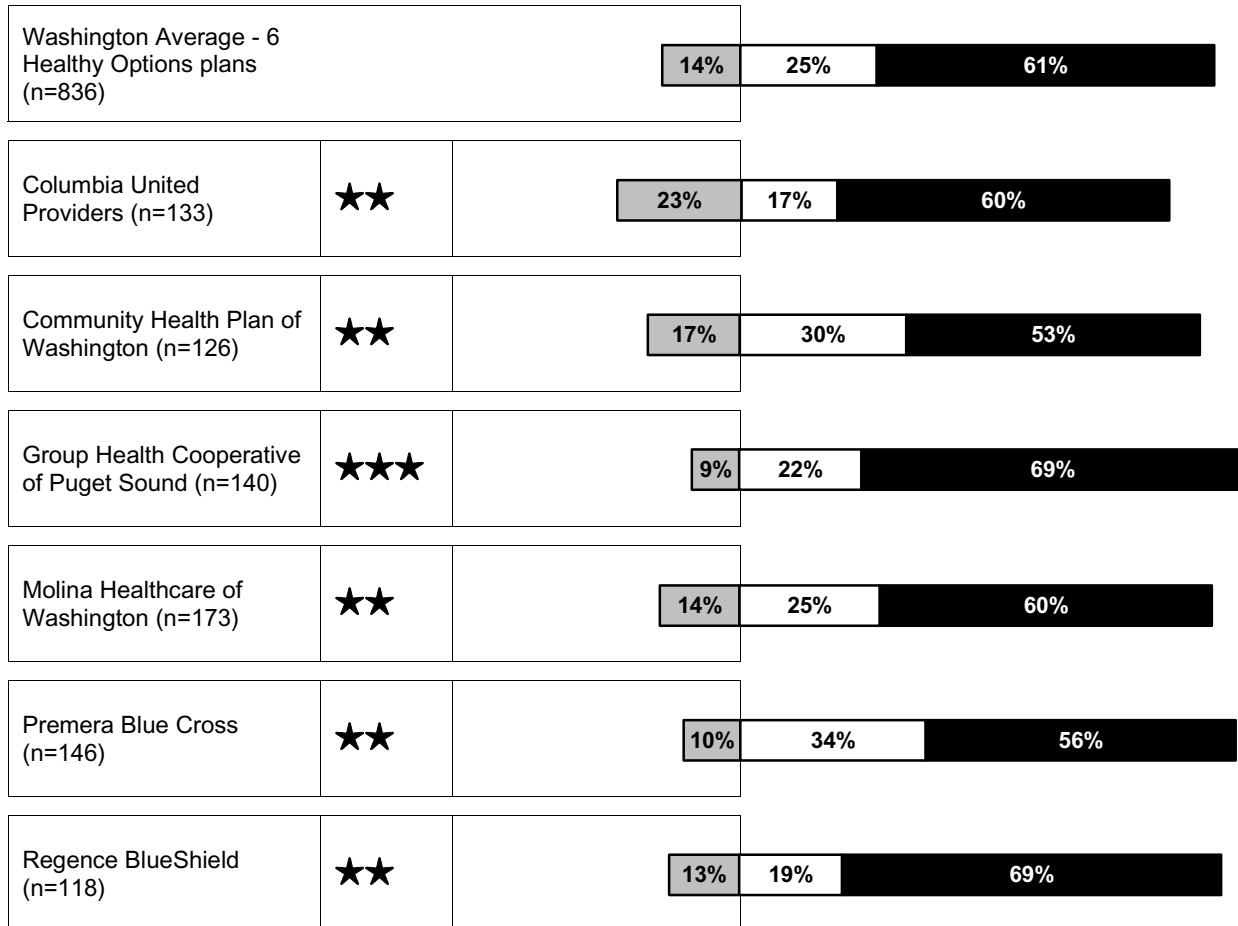
# Healthy Options General Child Population

## CAHPS® Questions

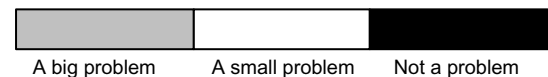
### Question 13

## Getting Needed Care

Q13. "In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

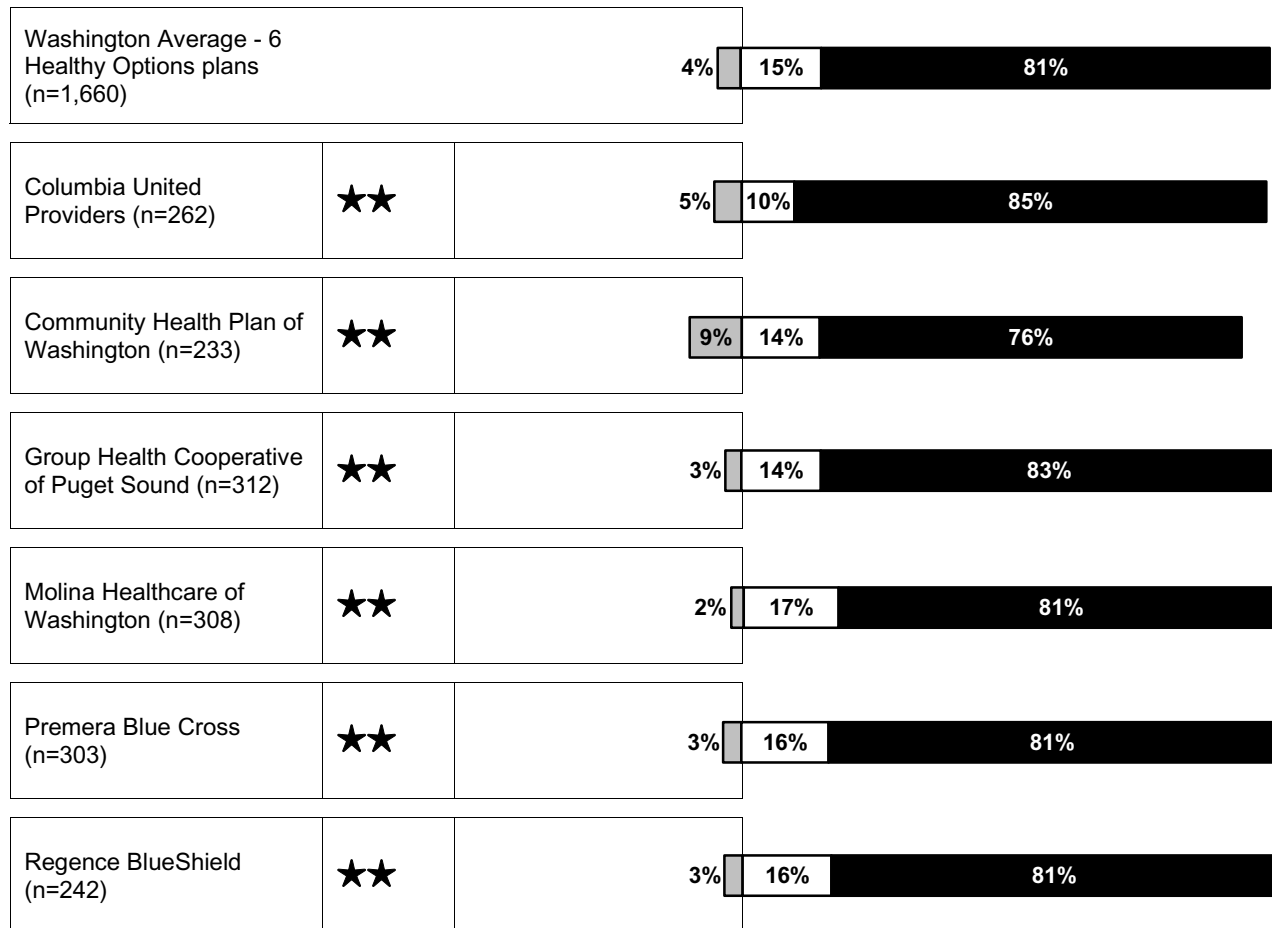
# Healthy Options General Child Population

## CAHPS® Questions

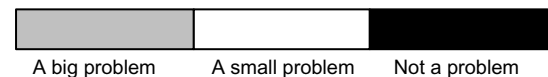
### Question 28

## Getting Needed Care

Q28. "In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options General Child Population

## CAHPS® Questions

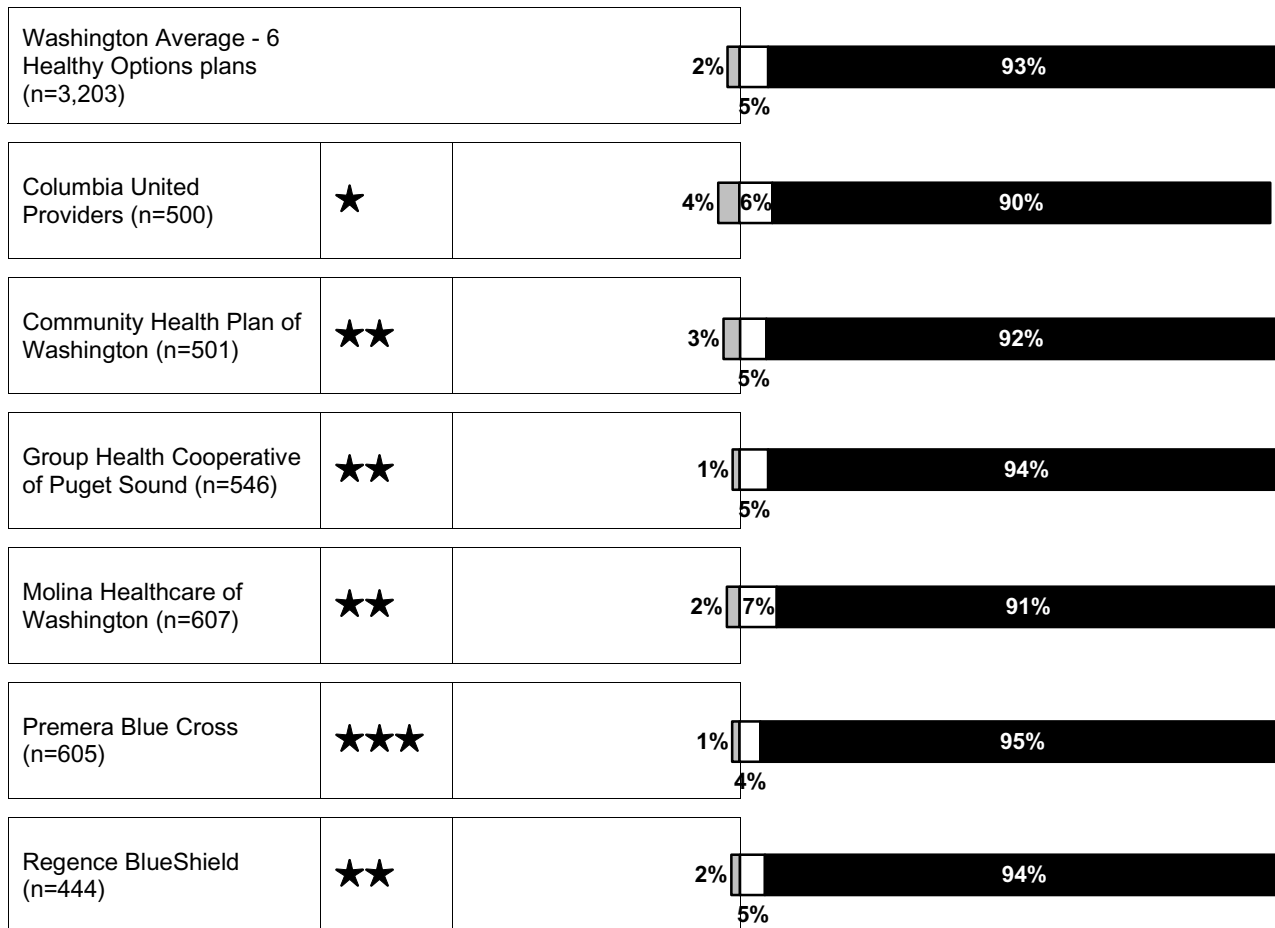
### Questions 29 and 30

## Getting Needed Care

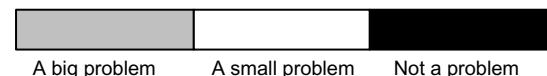
Q29 and Q30 are combined to create a single item:

Q29. "In the last 6 months, did you need approval from your child's health plan for any care, tests, or treatment? If a member responds with "No" to Q29, then this item is scored as "Not a problem." If a member responds with "Yes" to Q29, then the item is scored utilizing the response to Q30.

Q30. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

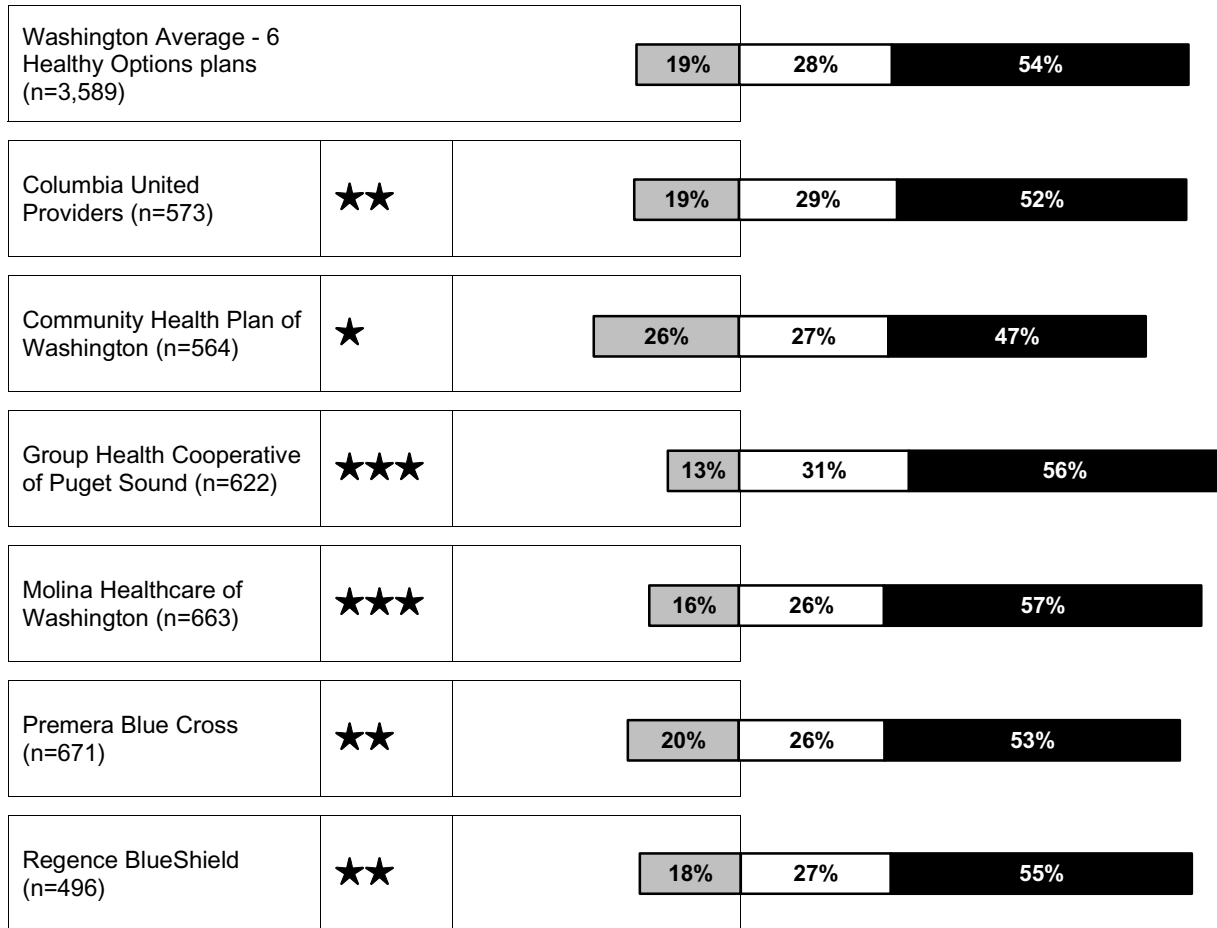
# Healthy Options General Child Population

## CAHPS® Questions

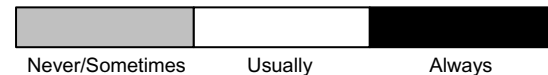
### Composite

## Getting Care Quickly

This chart summarizes the responses to survey questions 18, 20, 23 and 31 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

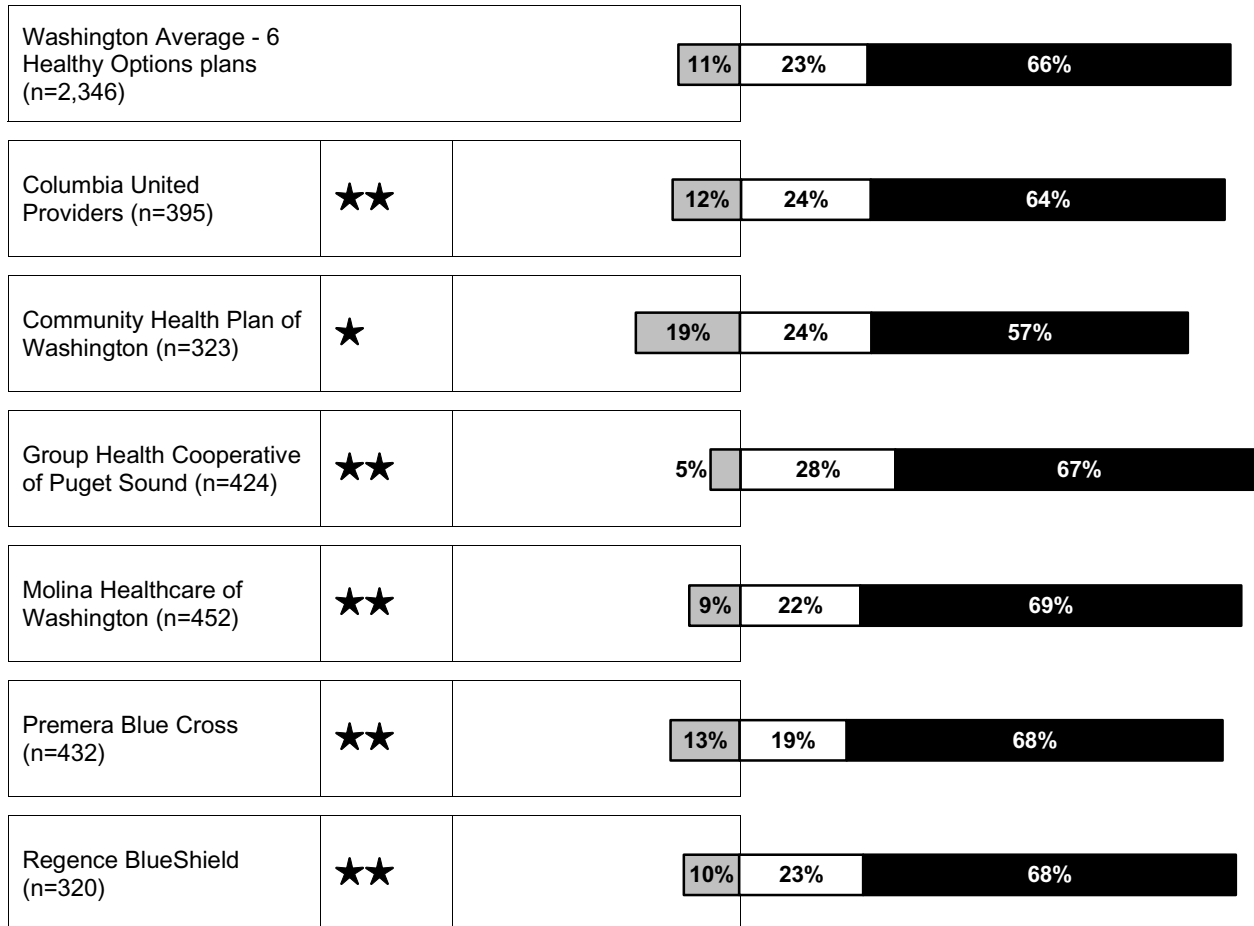
# Healthy Options General Child Population

## CAHPS® Questions

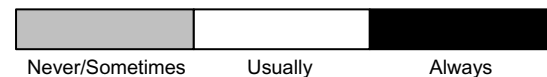
### Question 18

## Getting Care Quickly

Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

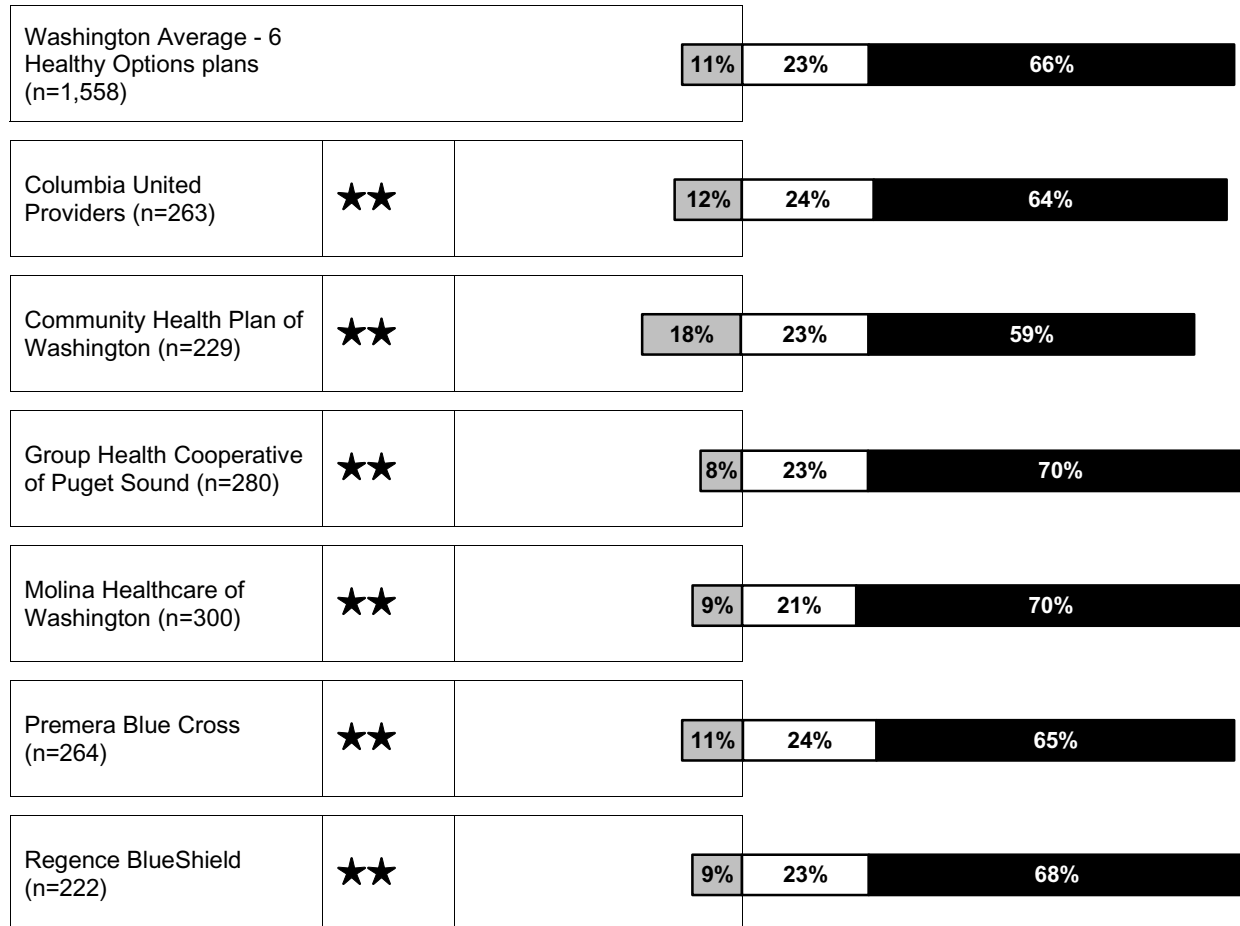
# Healthy Options General Child Population

## CAHPS® Questions

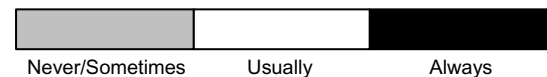
### Question 20

## Getting Care Quickly

Q20. "In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

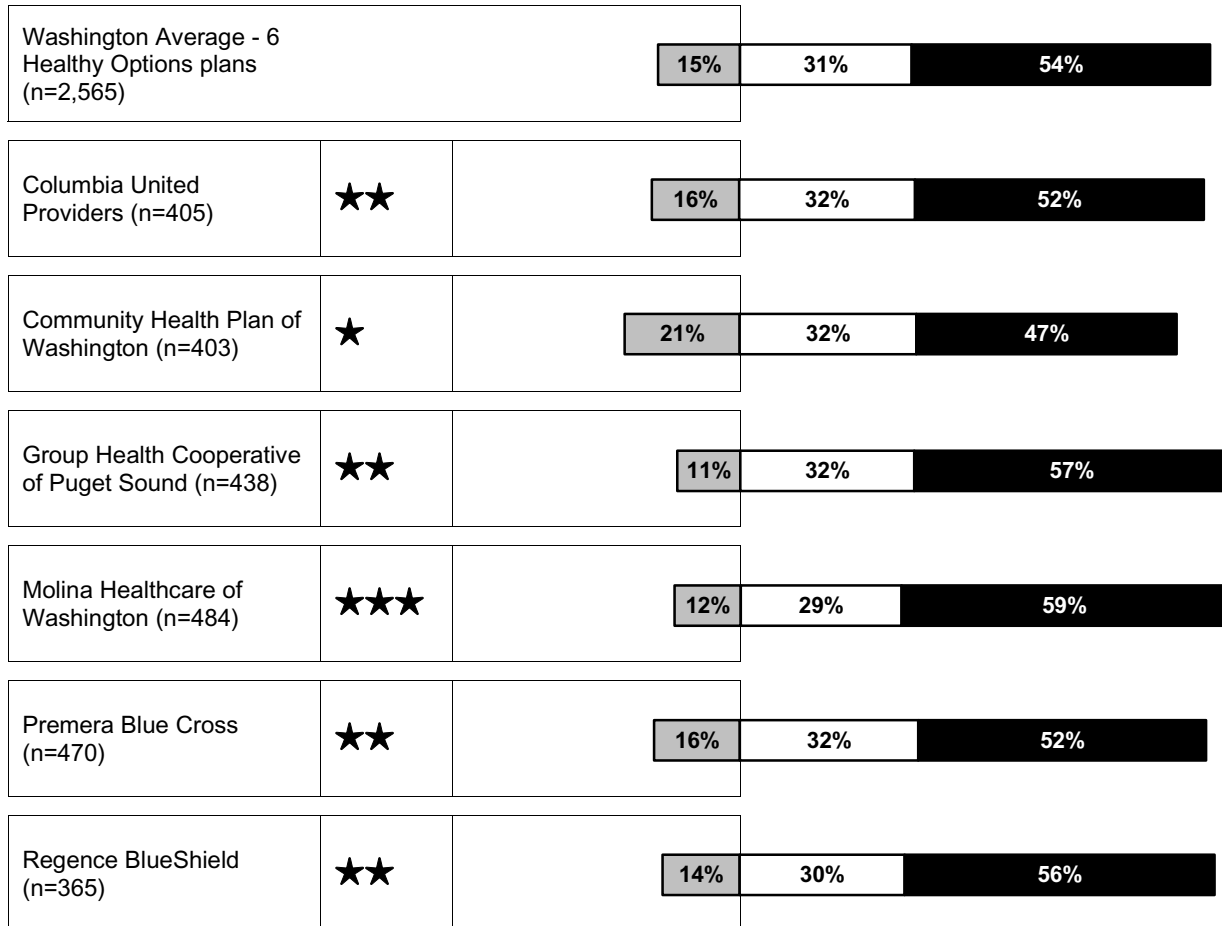
# Healthy Options General Child Population

## CAHPS® Questions

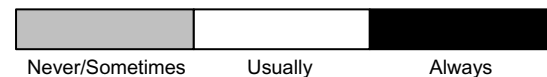
### Question 23

## Getting Care Quickly

Q23. "In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



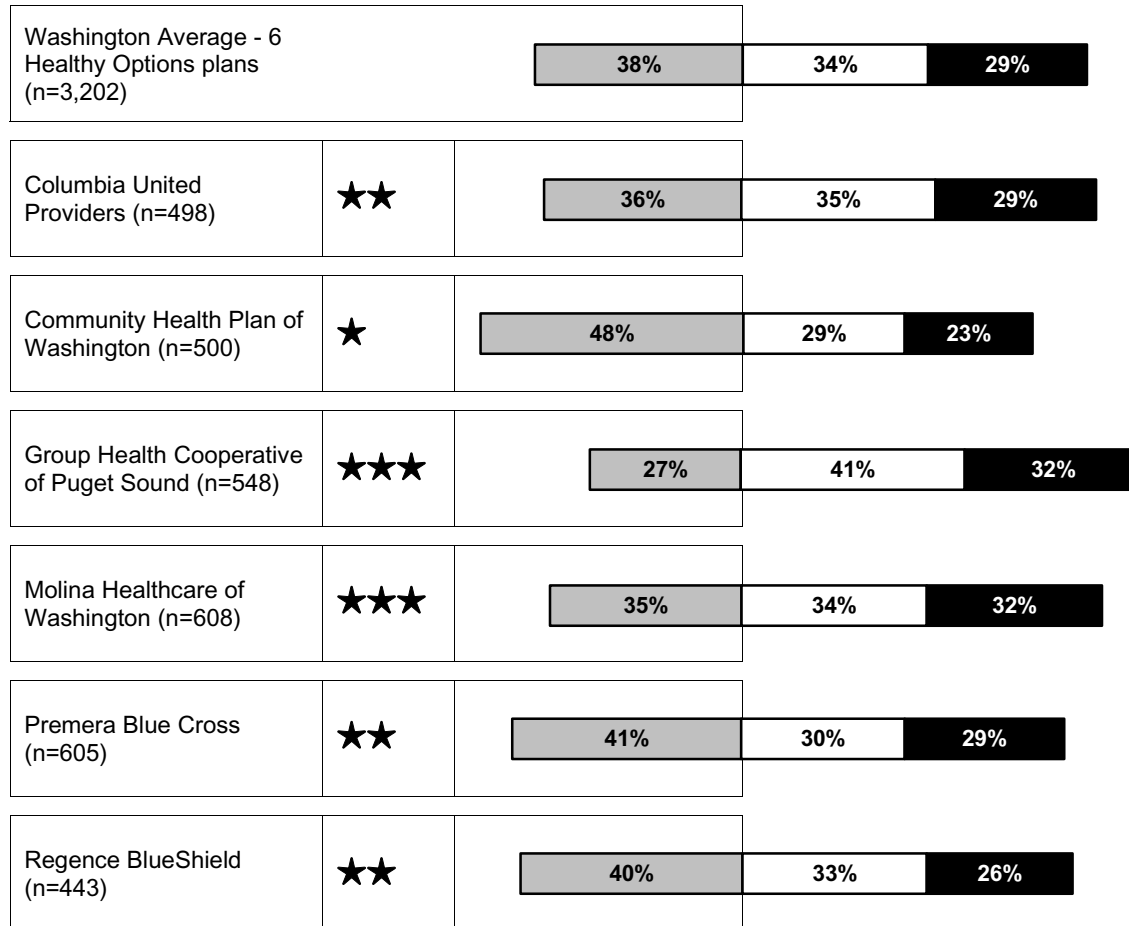
# Healthy Options General Child Population

## CAHPS® Questions

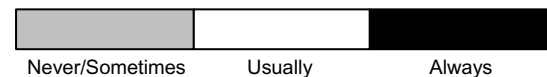
### Question 31

## Getting Care Quickly

Q31. "In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

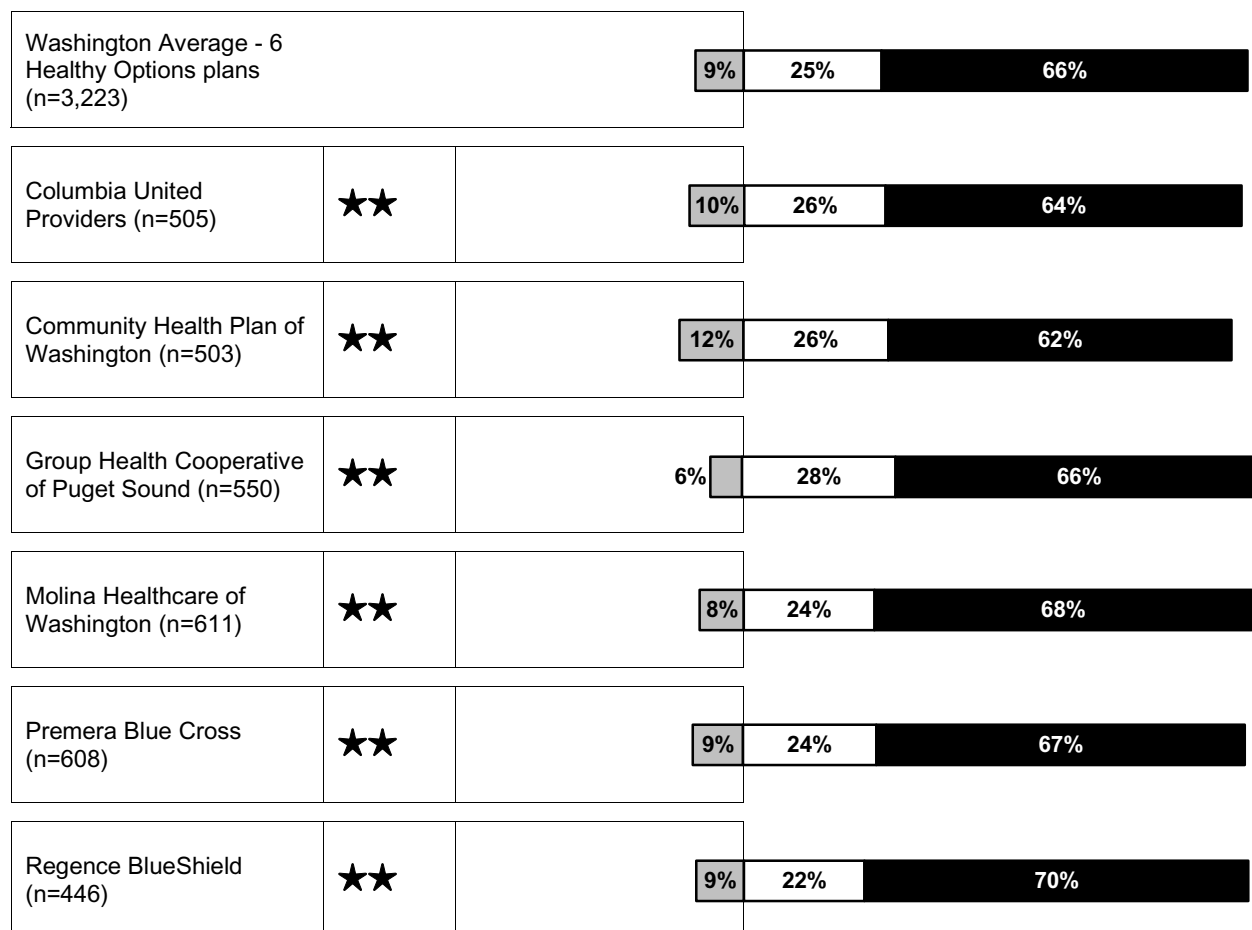


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options General Child Population CAHPS® Questions Composite

## How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 37, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

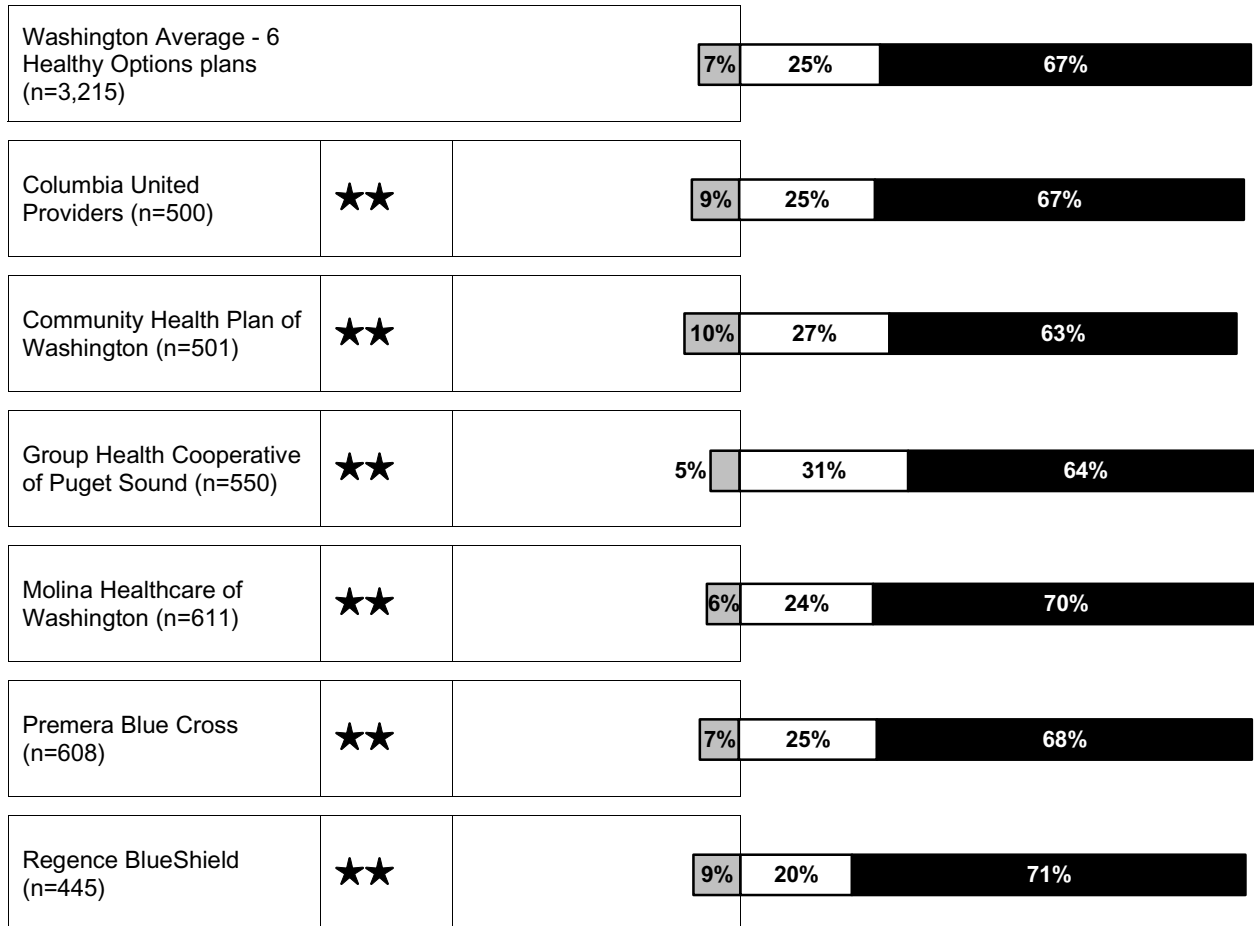
# Healthy Options General Child Population

## CAHPS® Questions

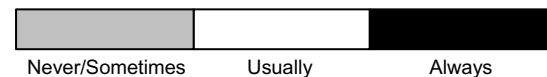
### Question 34

## How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options General Child Population

## CAHPS® Questions

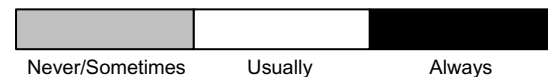
### Question 36

## How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options General Child Population

## CAHPS® Questions

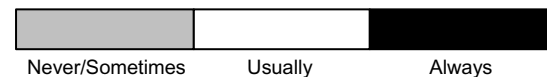
### Question 37

## How Well Doctors Communicate

Q37. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

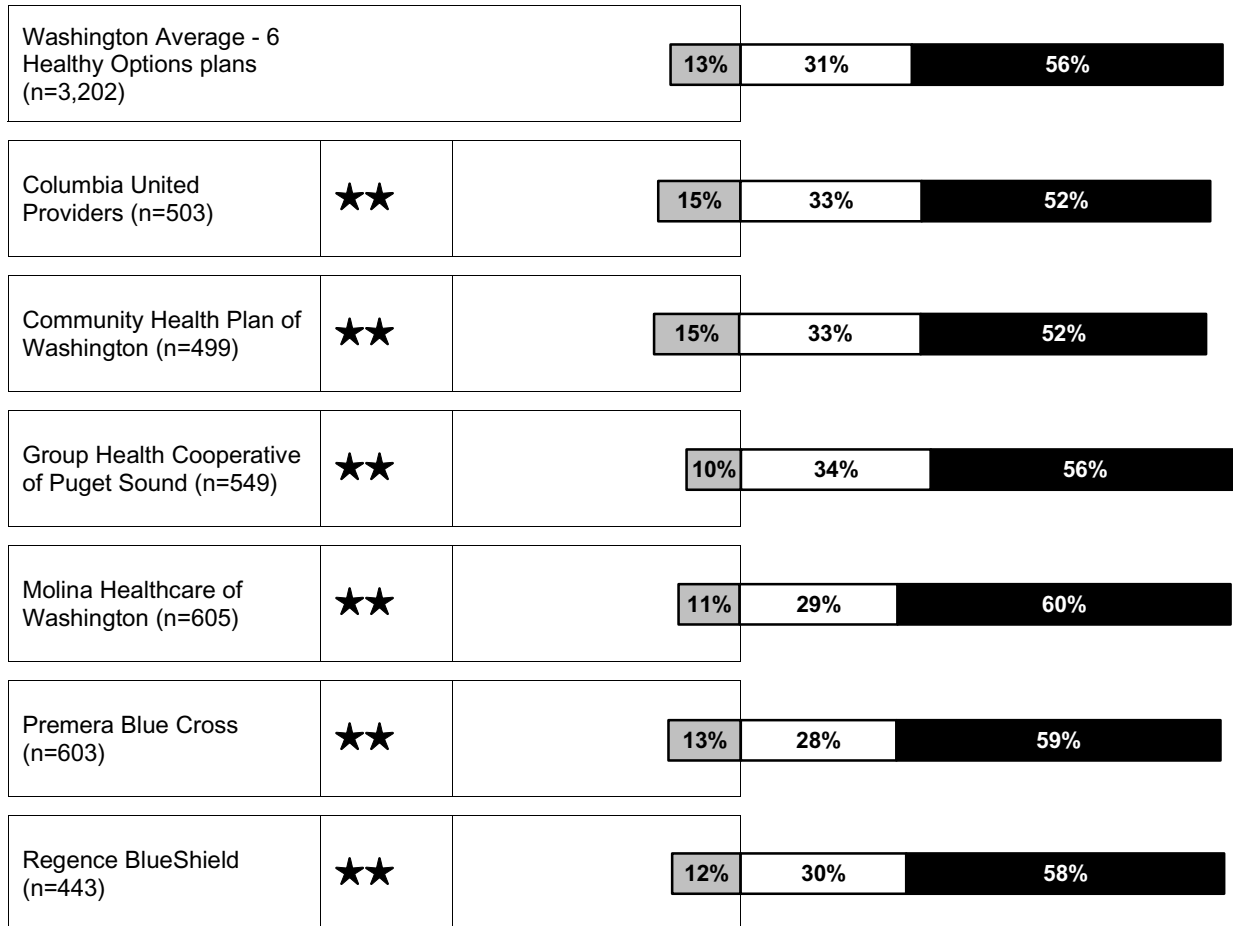
# Healthy Options General Child Population

## CAHPS® Questions

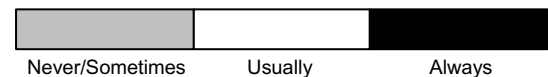
### Question 41

## How Well Doctors Communicate

Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

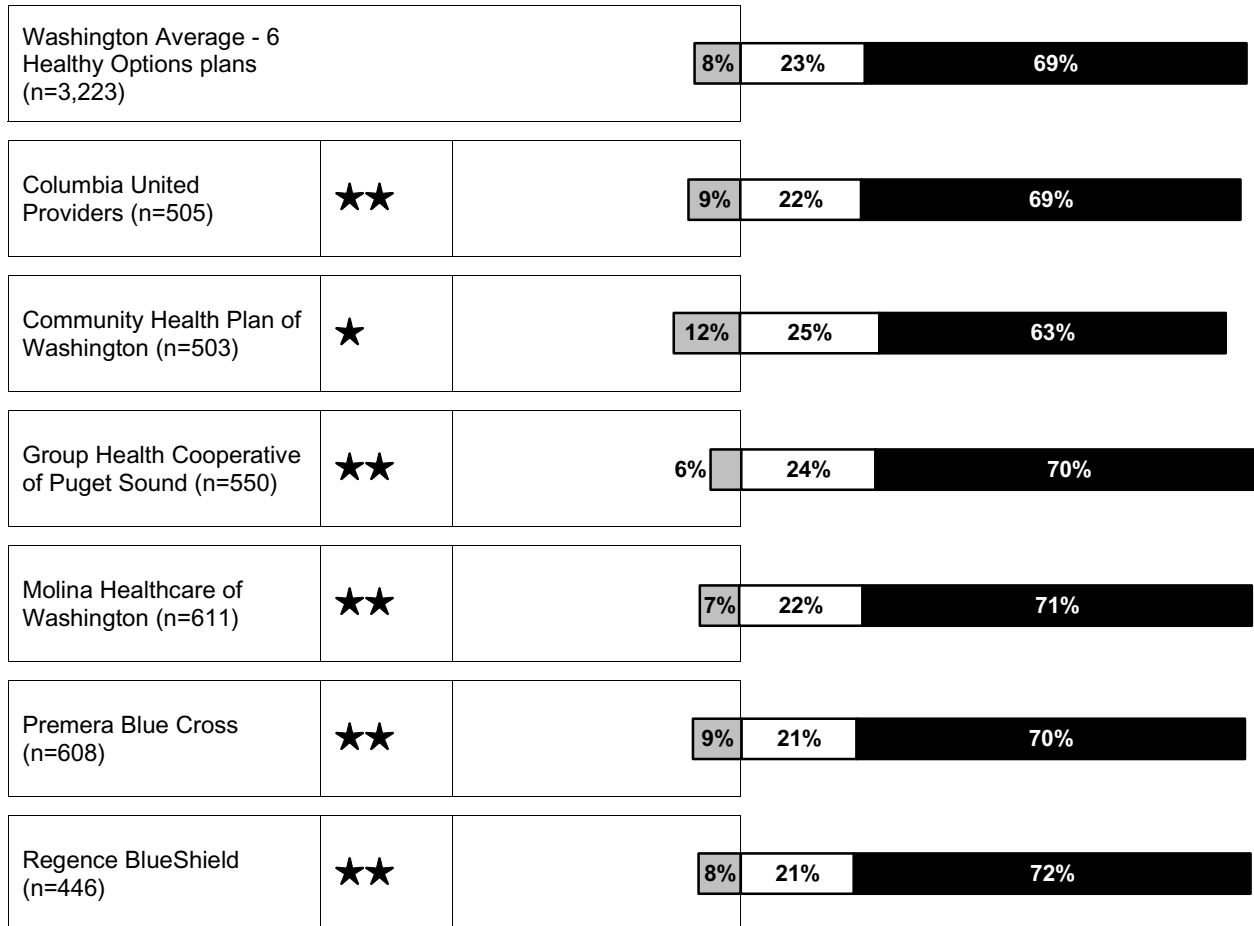
# Healthy Options General Child Population

## CAHPS® Questions

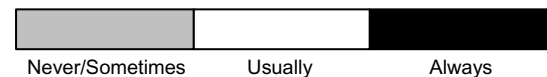
### Composite

## Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 32 and 33 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

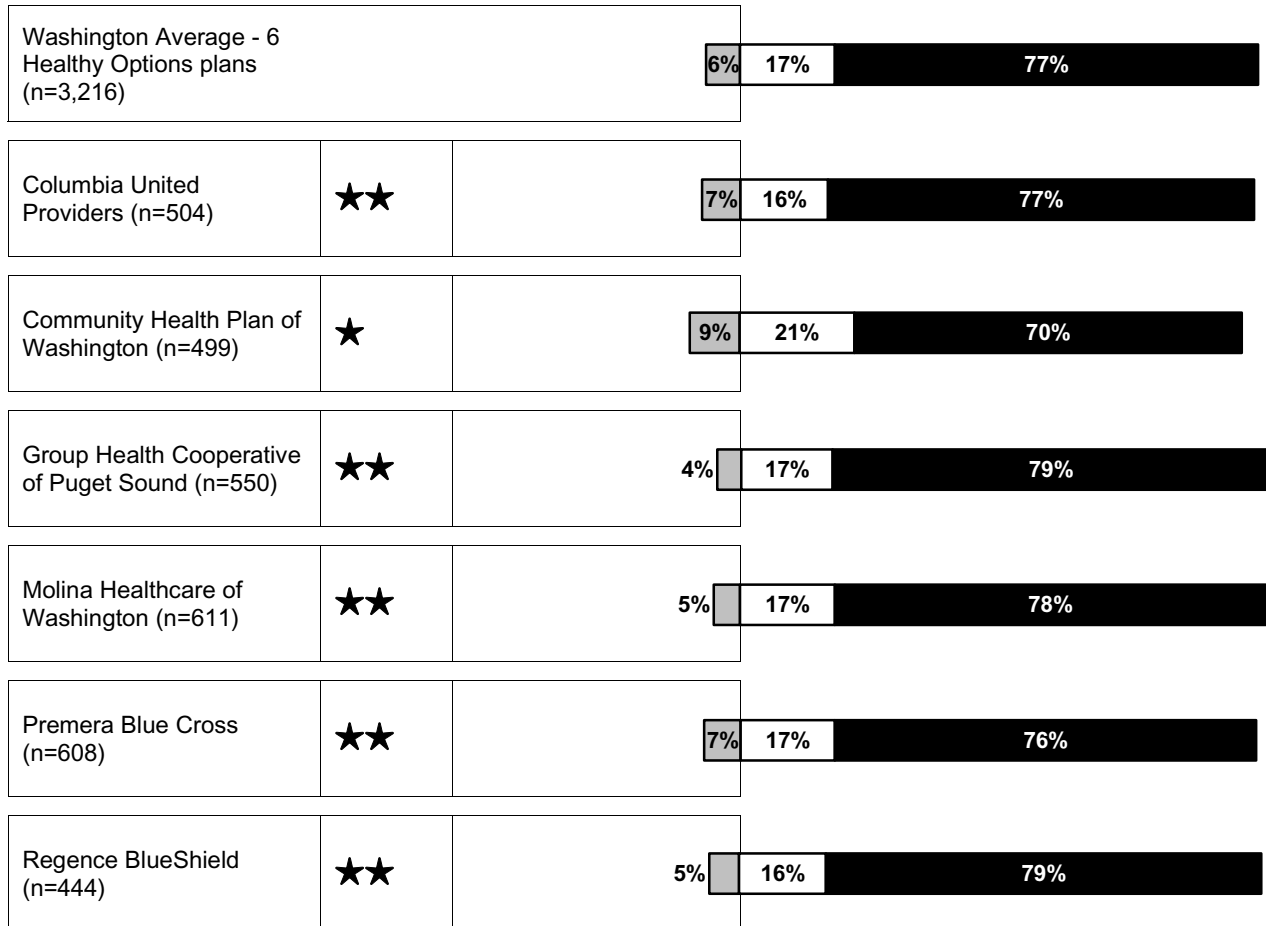
# Healthy Options General Child Population

## CAHPS® Questions

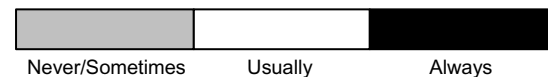
### Question 32

## Courteous and Helpful Office Staff

Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



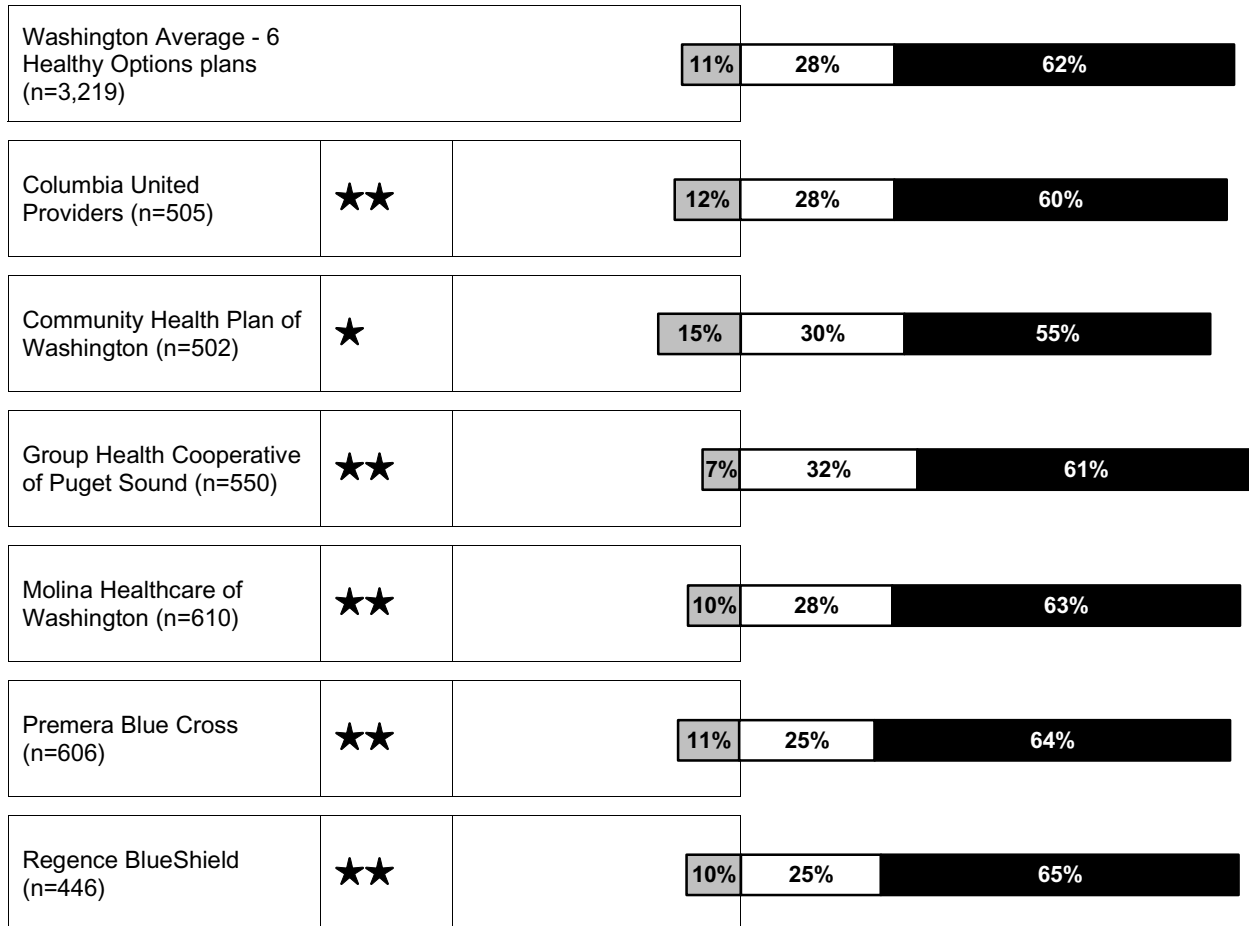
# Healthy Options General Child Population

## CAHPS® Questions

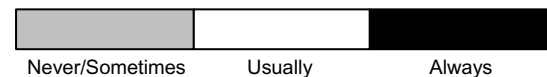
### Question 33

## Courteous and Helpful Office Staff

Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

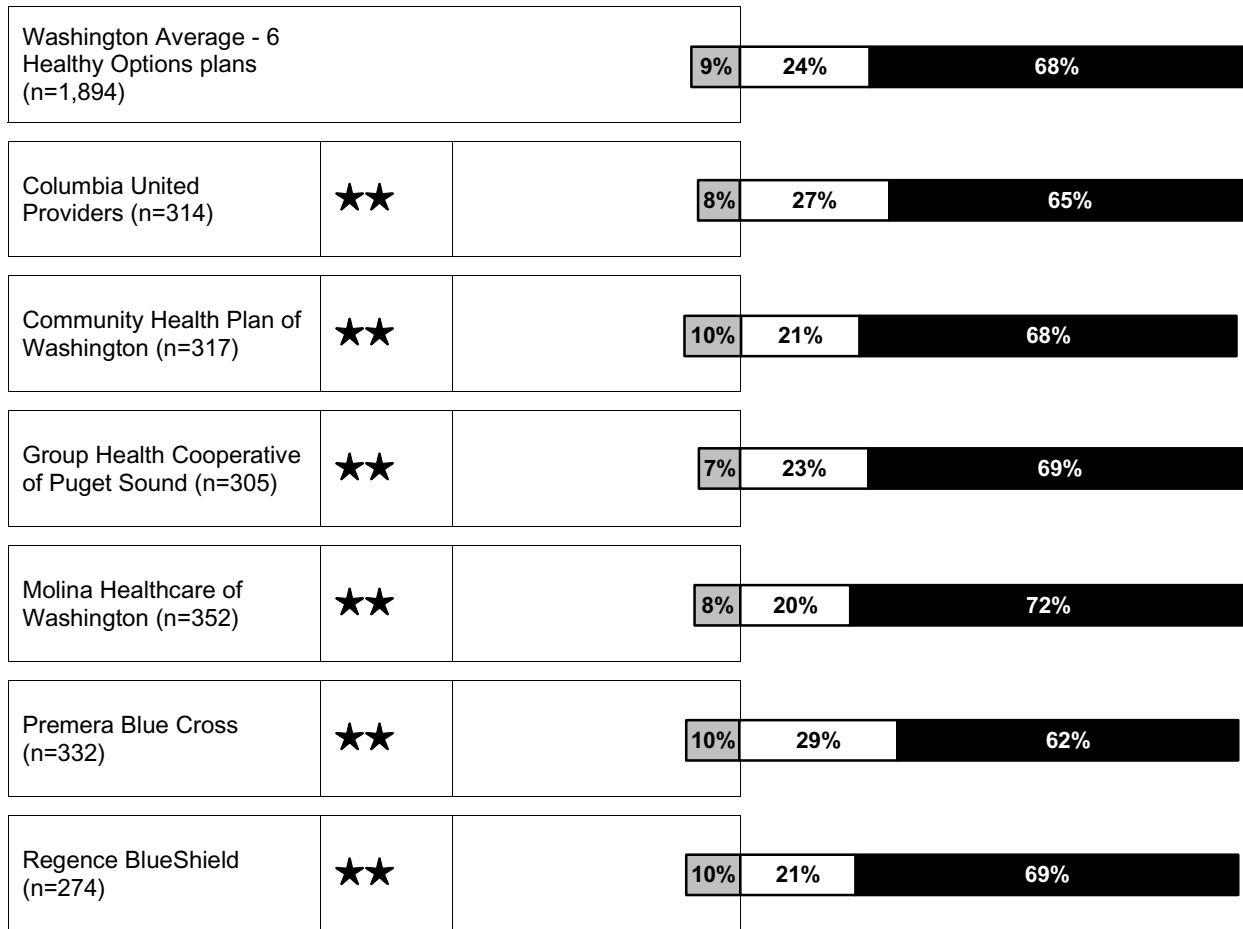


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

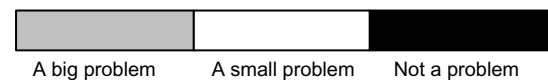
# Healthy Options General Child Population CAHPS® Questions Composite

## Customer Service

This chart summarizes the responses to survey questions 79, 81, and 87 contained in the composite, "Customer Service." The Customer Service composite was calculated using AHRQ's methodology, which includes question 87. Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

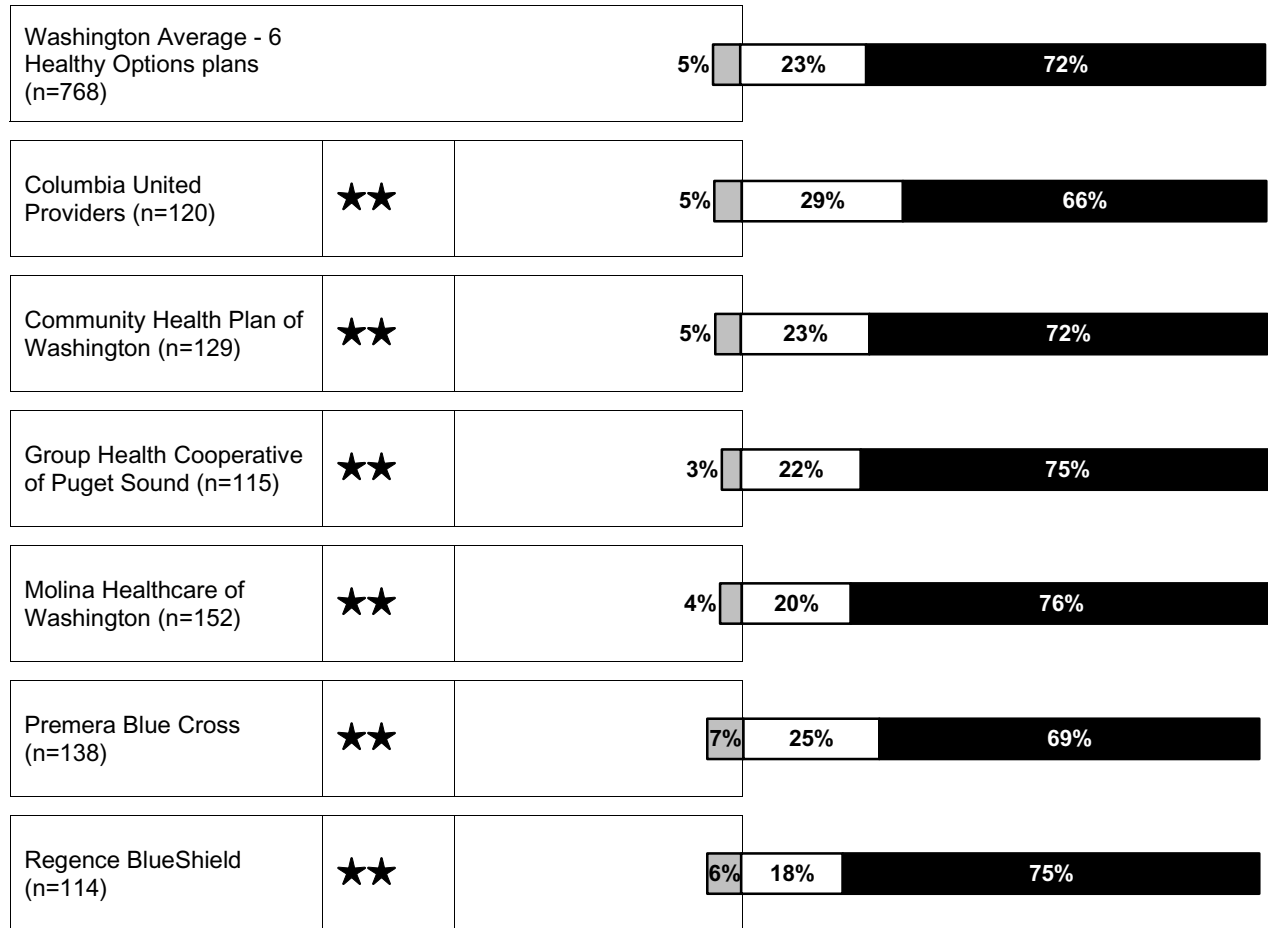
# Healthy Options General Child Population

## CAHPS® Questions

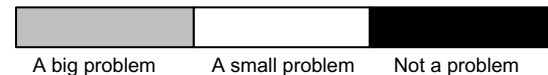
### Question 79

## Customer Service

Q79. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

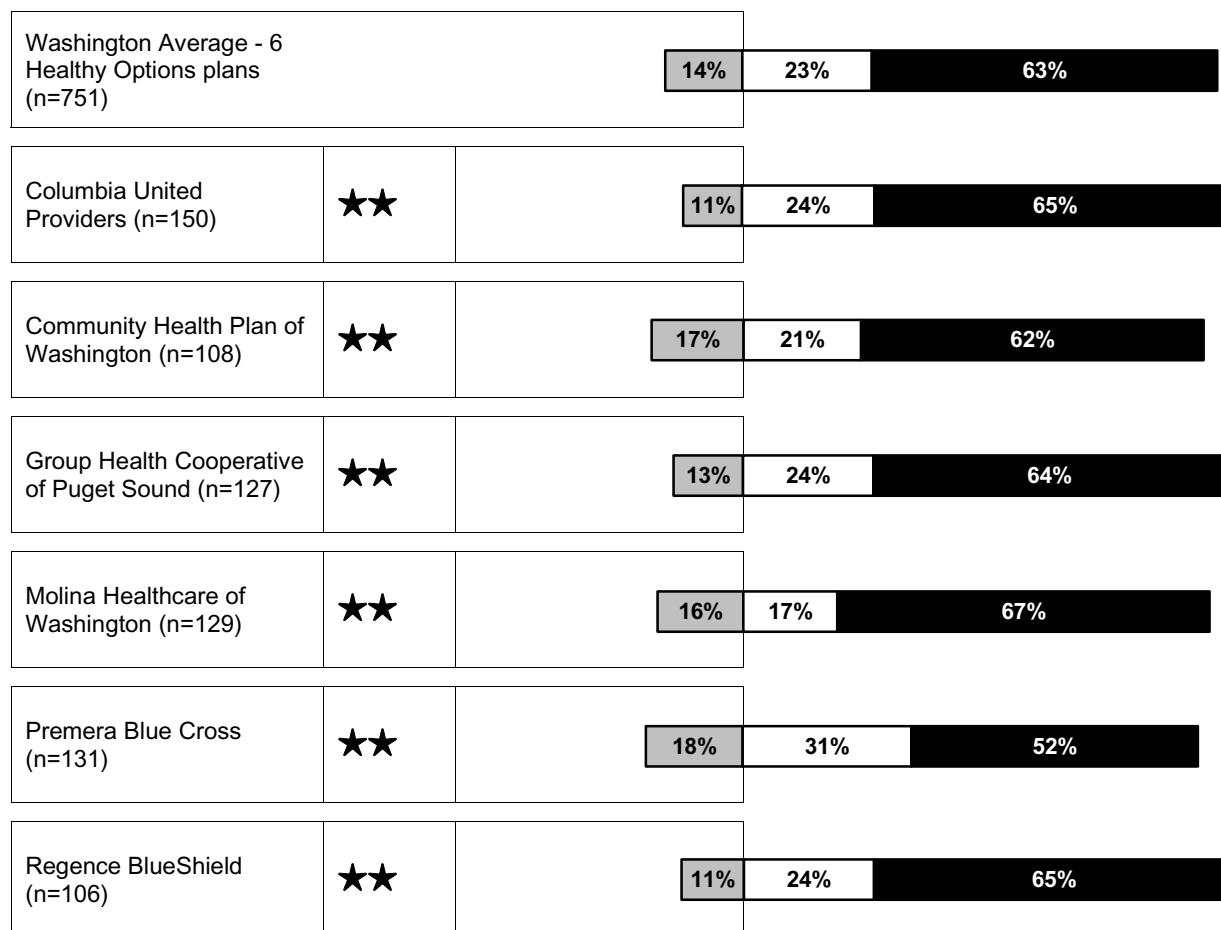
# Healthy Options General Child Population

## CAHPS® Questions

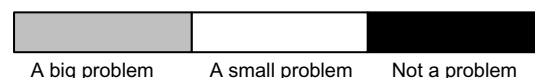
### Question 81

## Customer Service

Q81. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

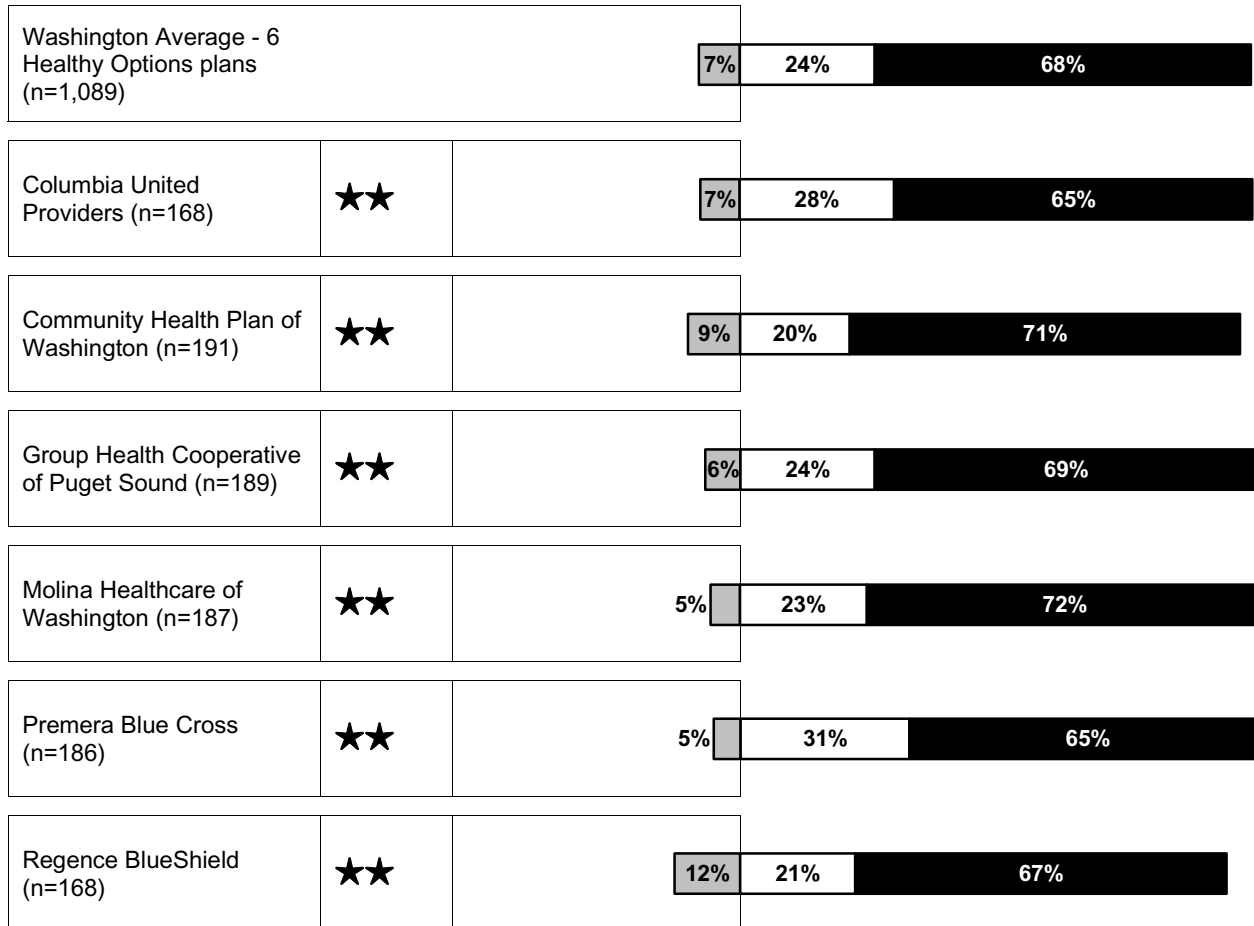
# Healthy Options General Child Population

## CAHPS® Questions

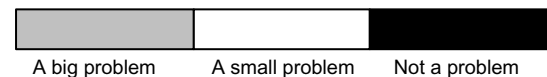
### Question 87

## Customer Service

Q87. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

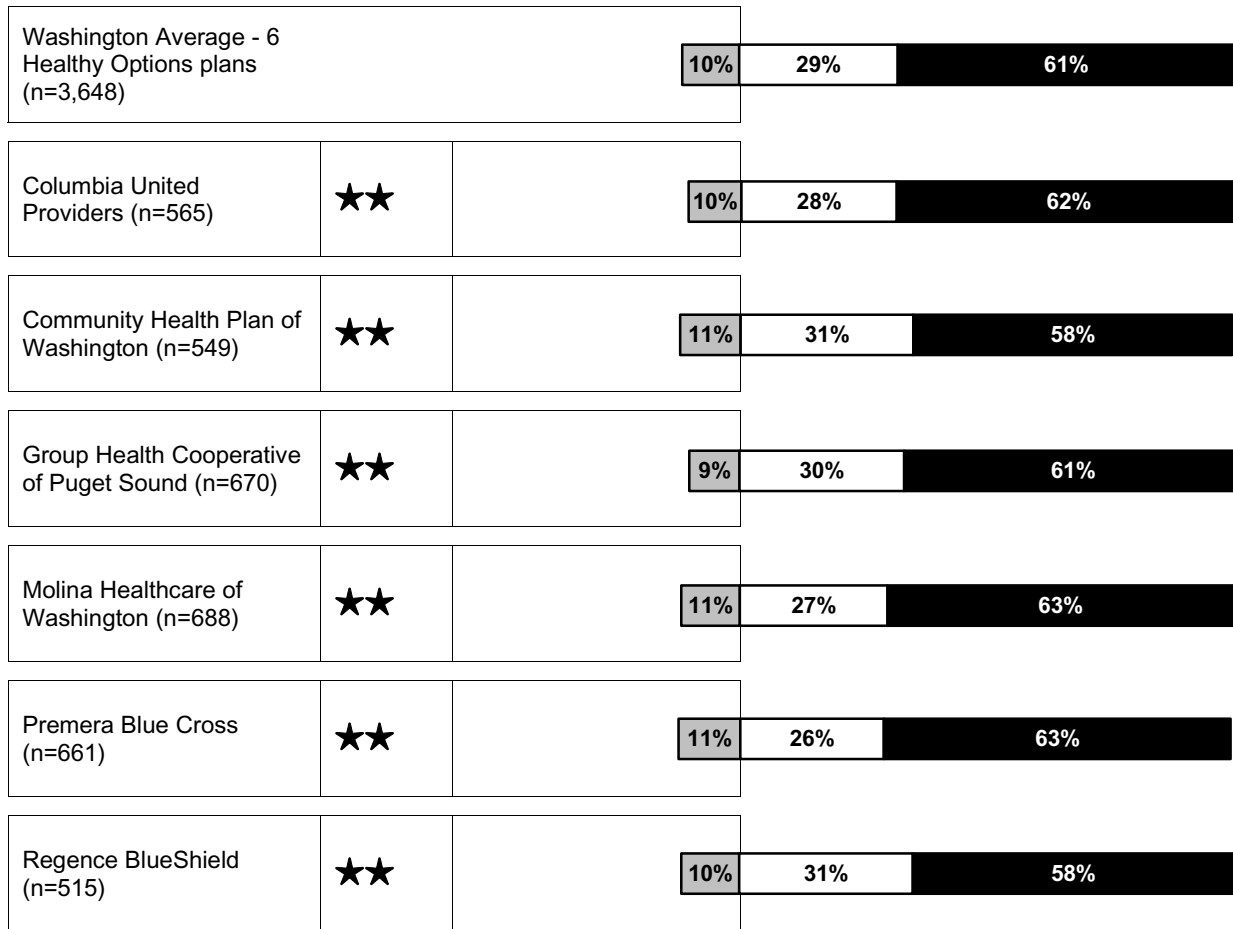


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

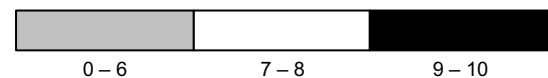
# Healthy Options General Child Population CAHPS® Questions Global Rating

## Rating of Personal Doctor or Nurse

Q5. "Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

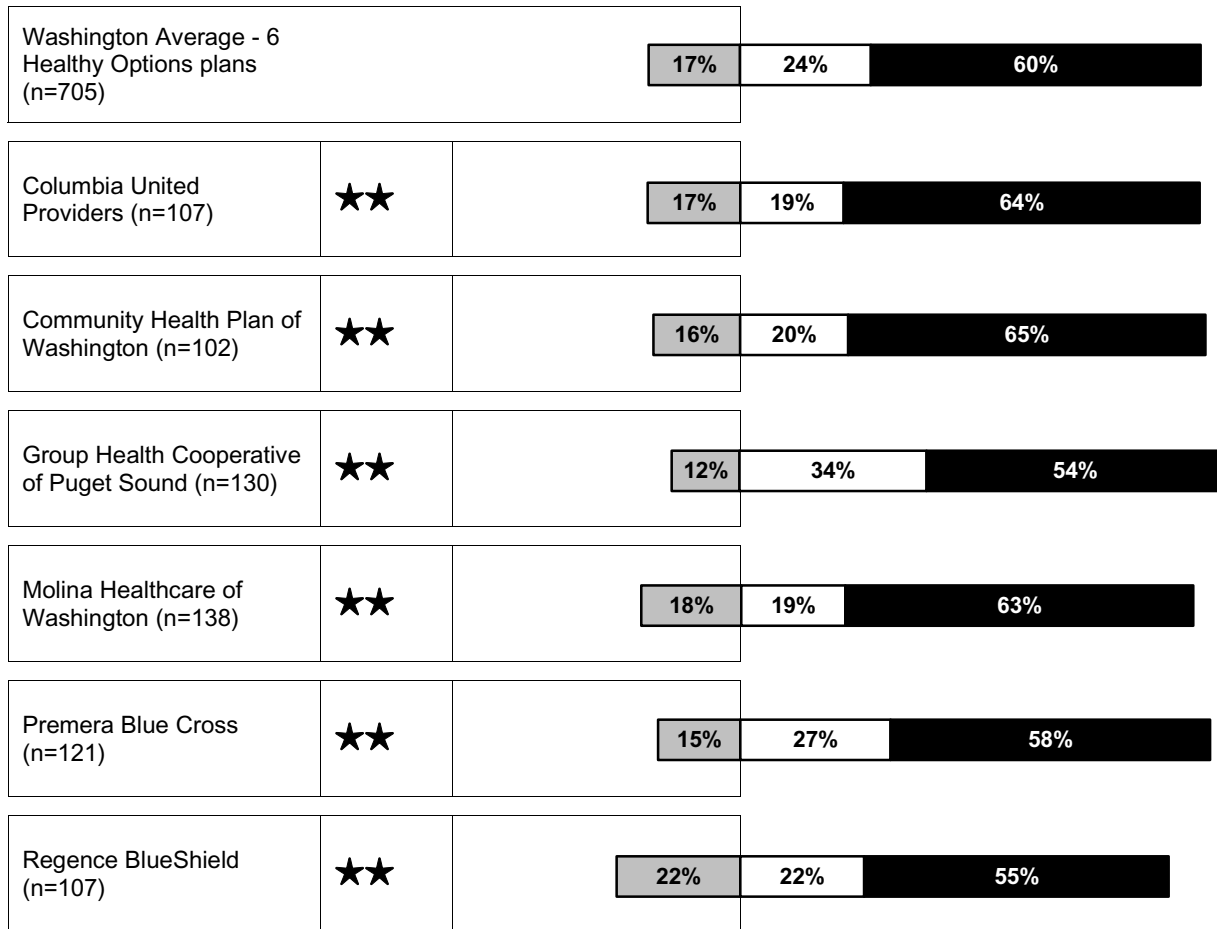
# Healthy Options General Child Population

## CAHPS® Questions

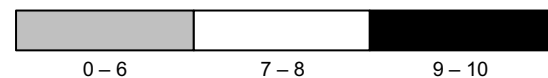
### Global Rating

## Rating of Specialist

Q15. “We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?”



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

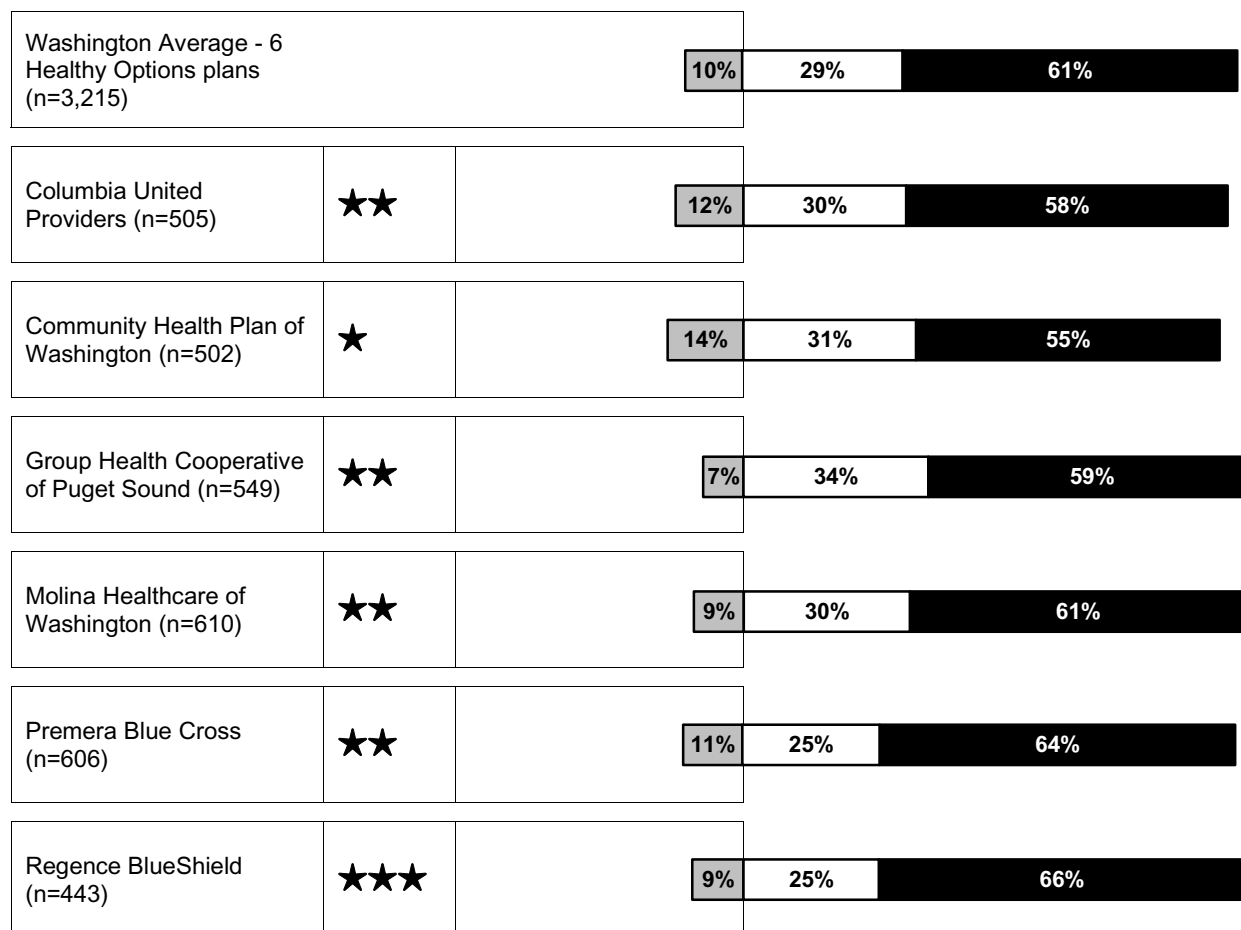
# Healthy Options General Child Population

## CAHPS® Questions

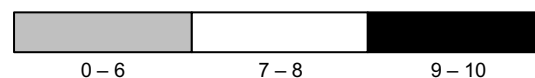
### Global Rating

## Rating of All Health Care

Q51. "Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



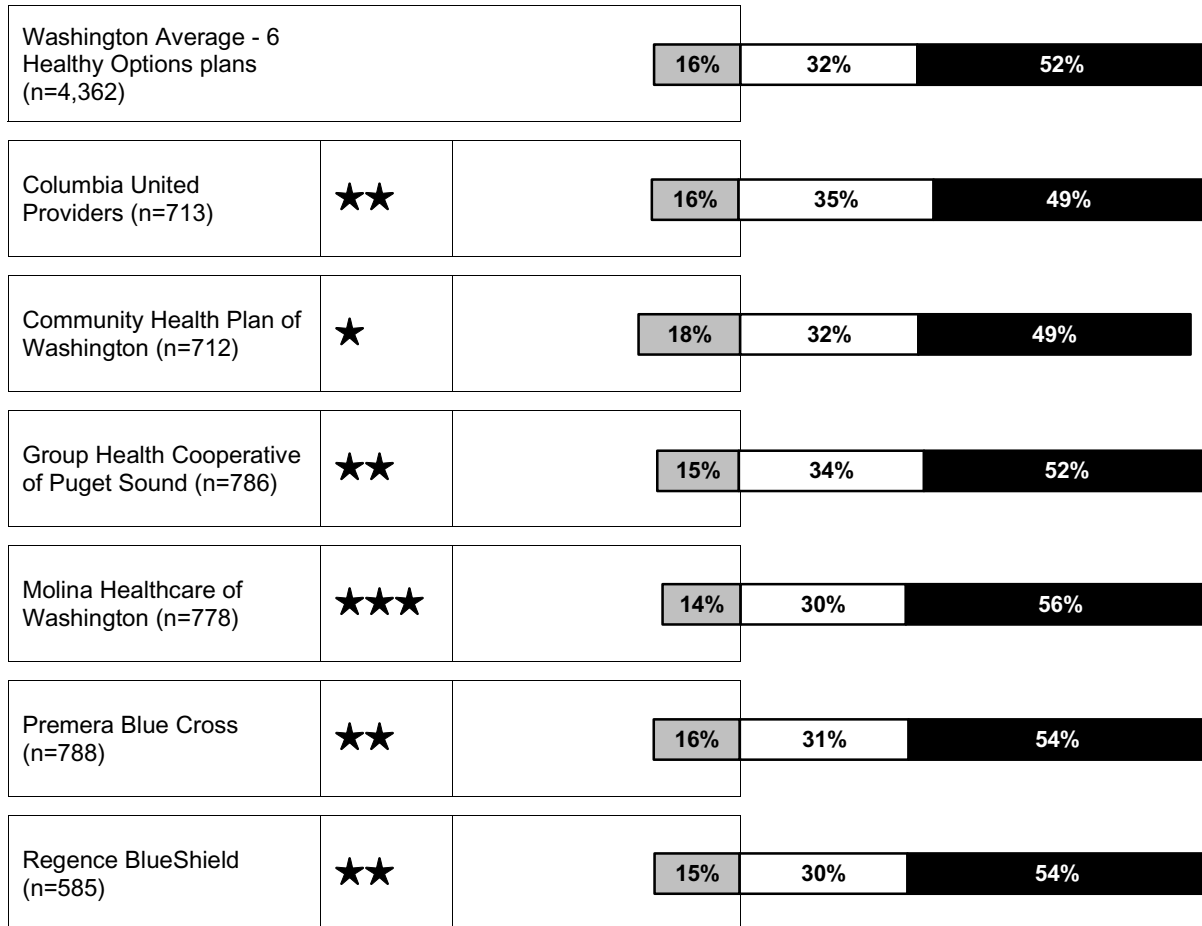
# Healthy Options General Child Population

## CAHPS® Questions

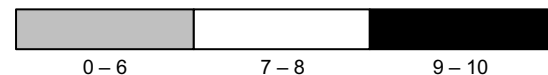
### Global Rating

## Rating of Health Plan

Q88. "Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



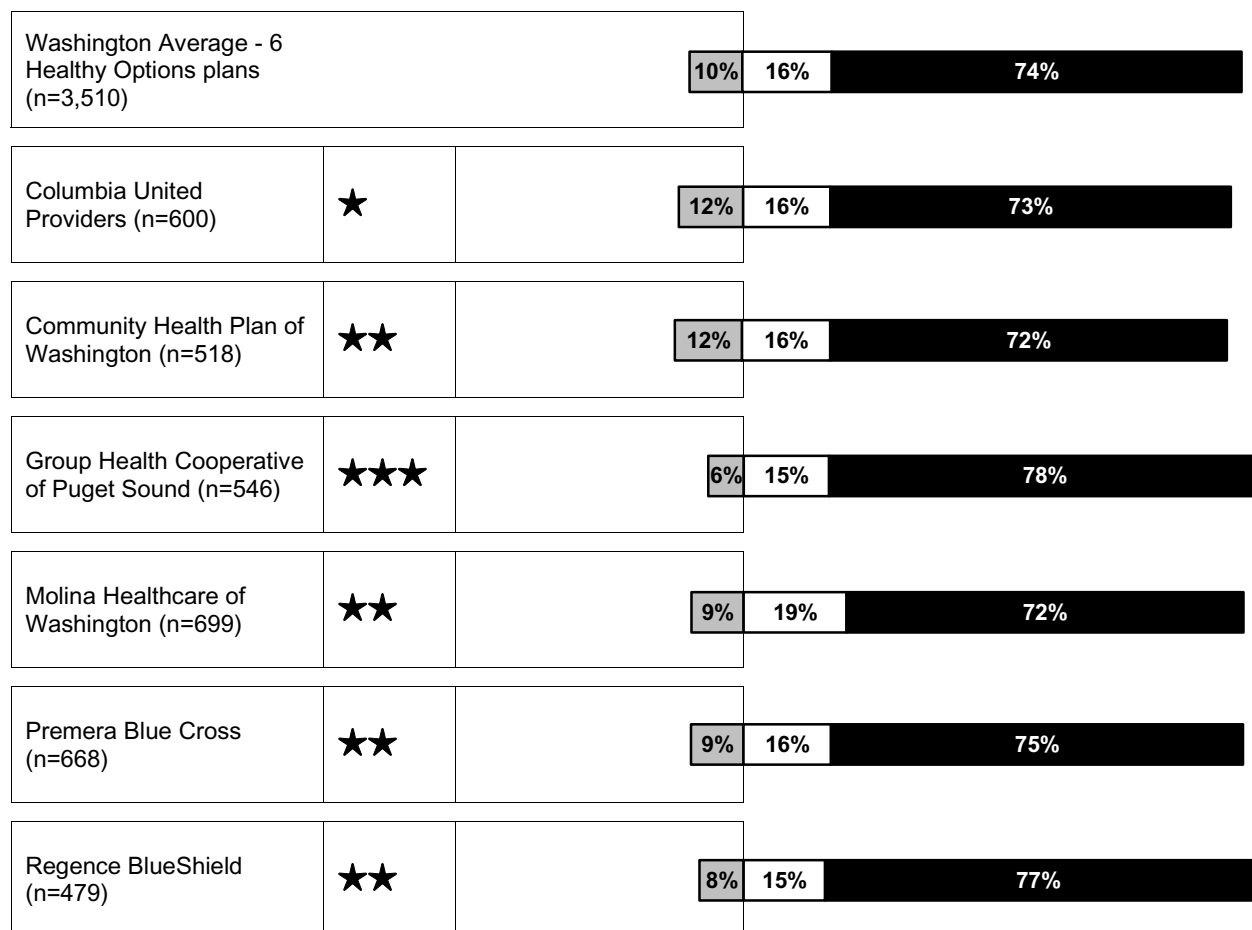
NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

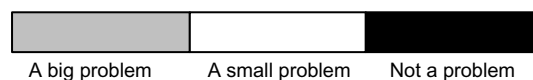
## CAHPS® Questions Composite

### Getting Needed Care

This chart summarizes the responses to survey questions 7, 13, 28, 29, and 30 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

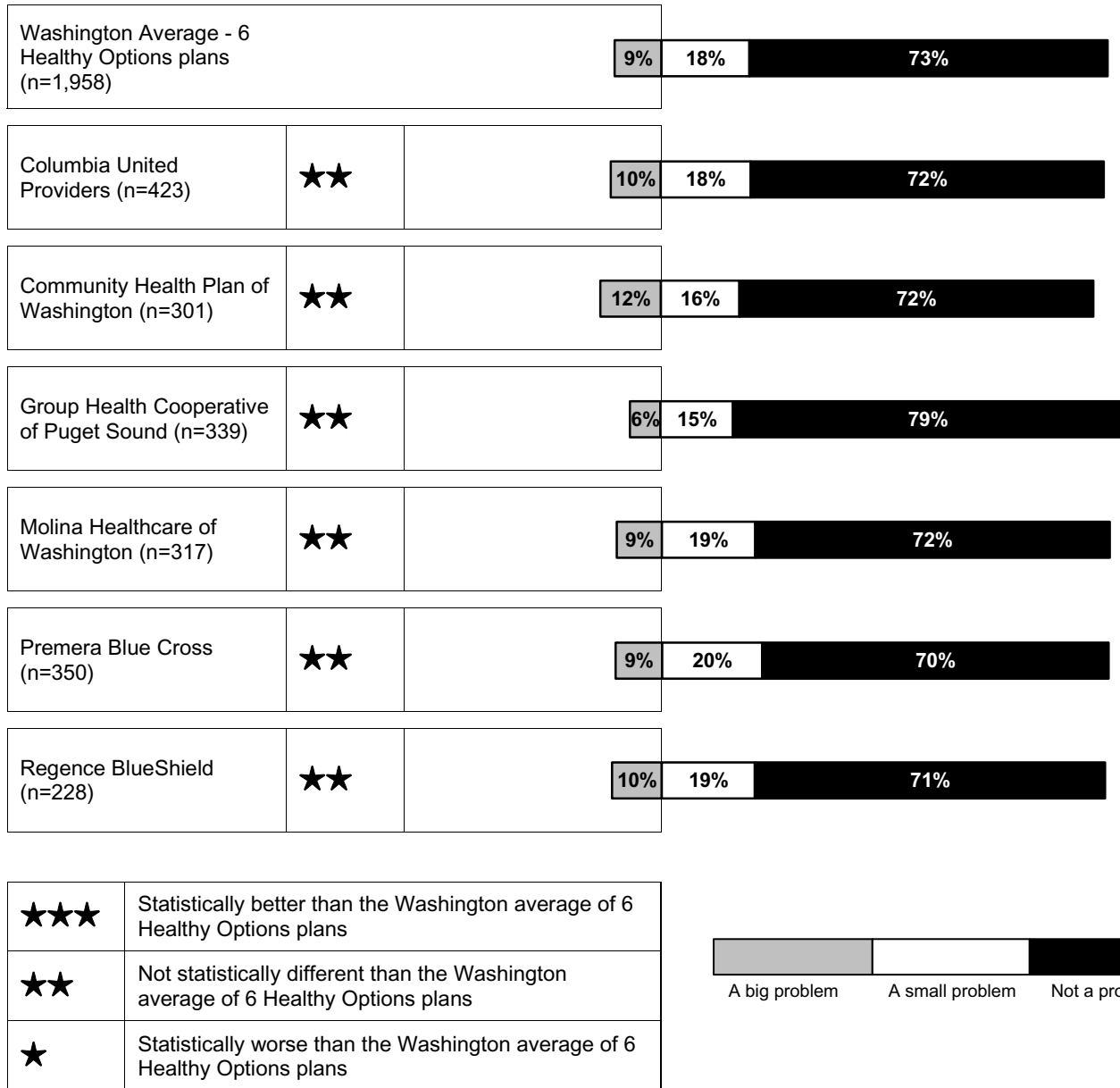
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

### Question 7

## Getting Needed Care

Q7. "Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

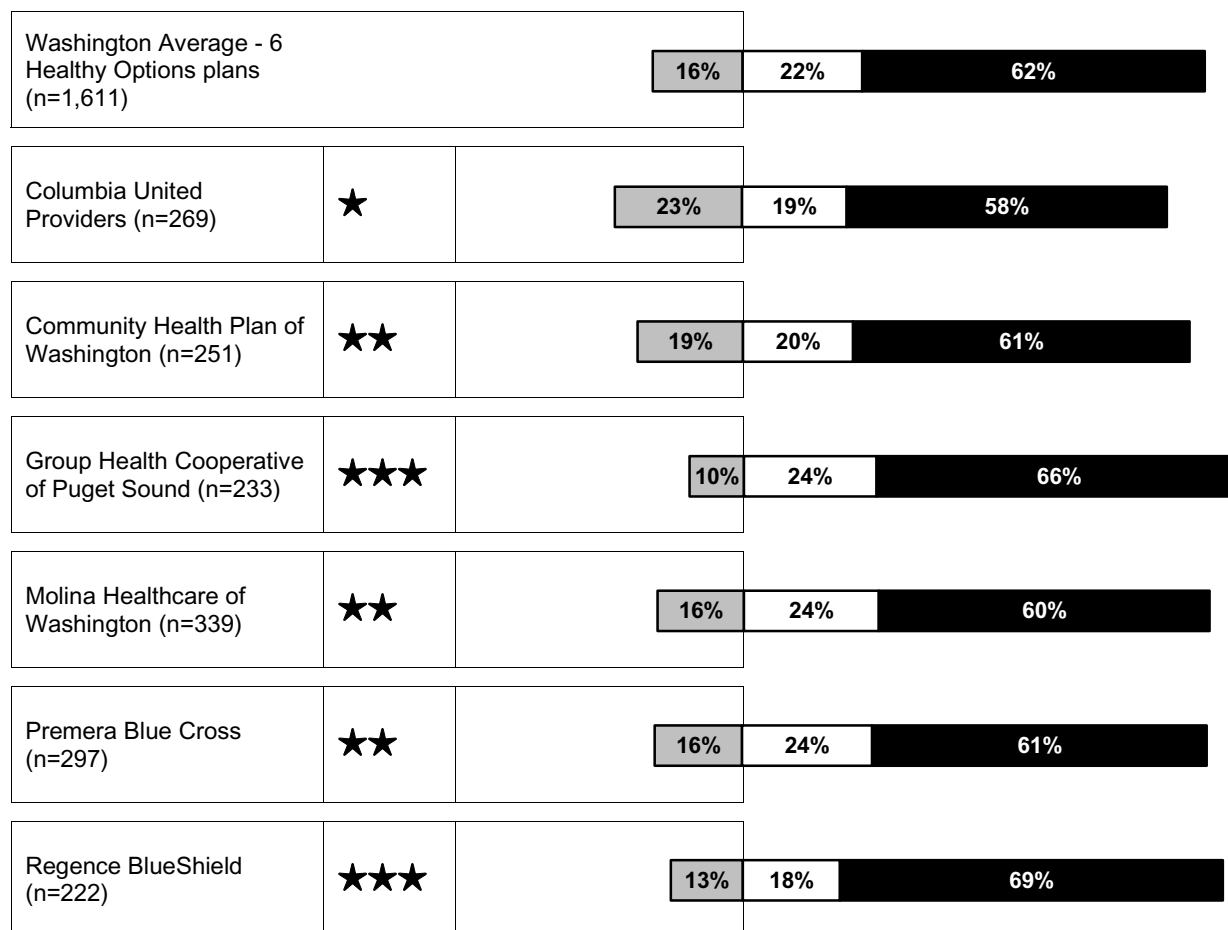
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

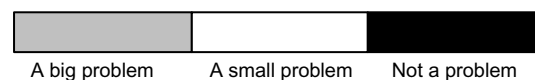
### Question 13

## Getting Needed Care

Q13. "In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

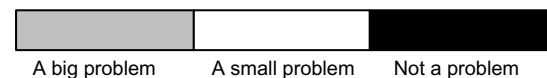
### Question 28

## Getting Needed Care

Q28. "In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

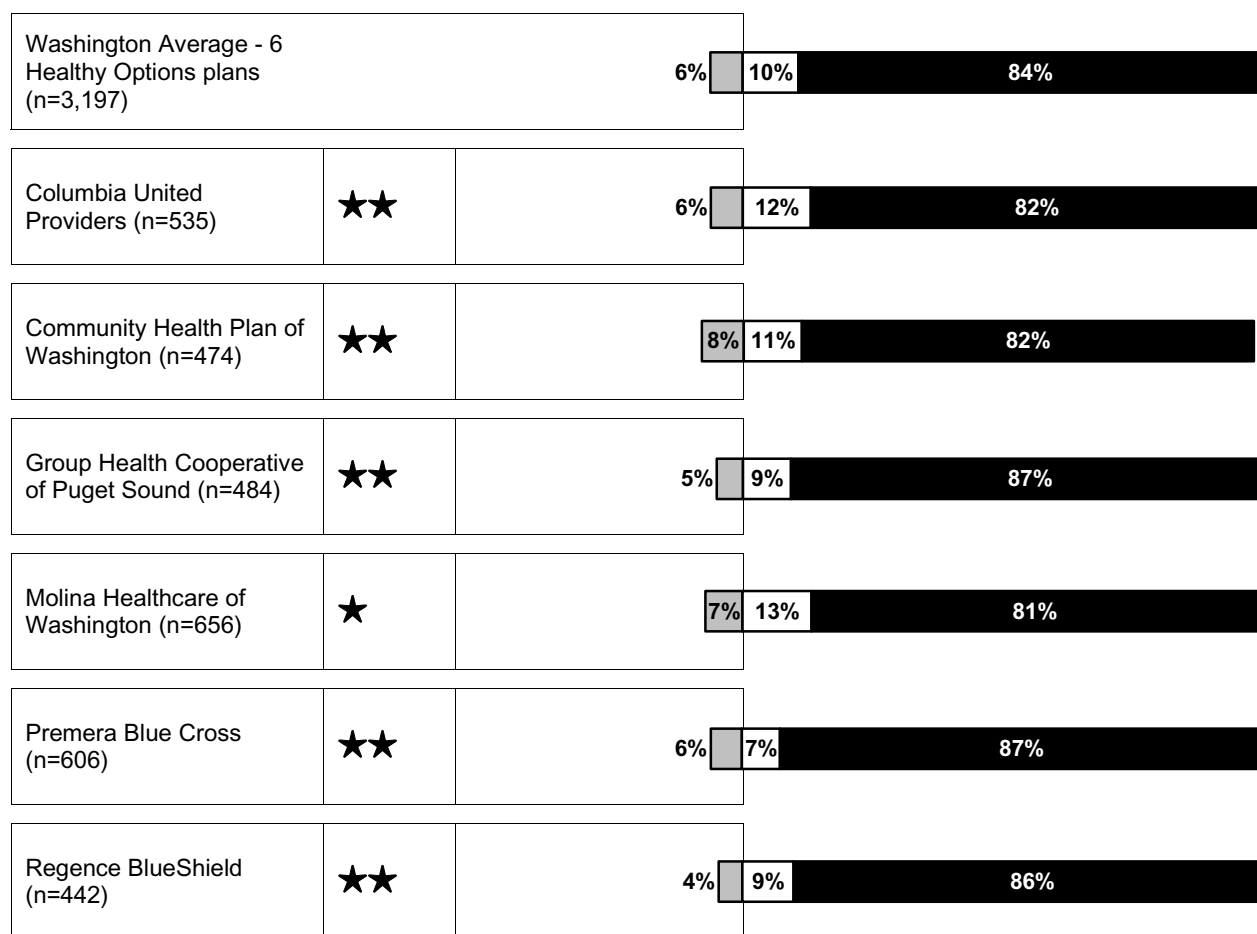
### Questions 29 and 30

## Getting Needed Care

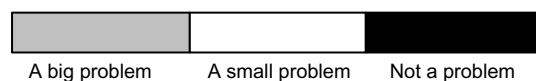
Q29 and Q30 are combined to create a single item:

Q29. "In the last 6 months, did you need approval from your child's health plan for any care, tests, or treatment? If a member responds with "No" to Q29, then this item is scored as "Not a problem." If a member responds with "Yes" to Q29, then the item is scored utilizing the response to Q30.

Q30. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

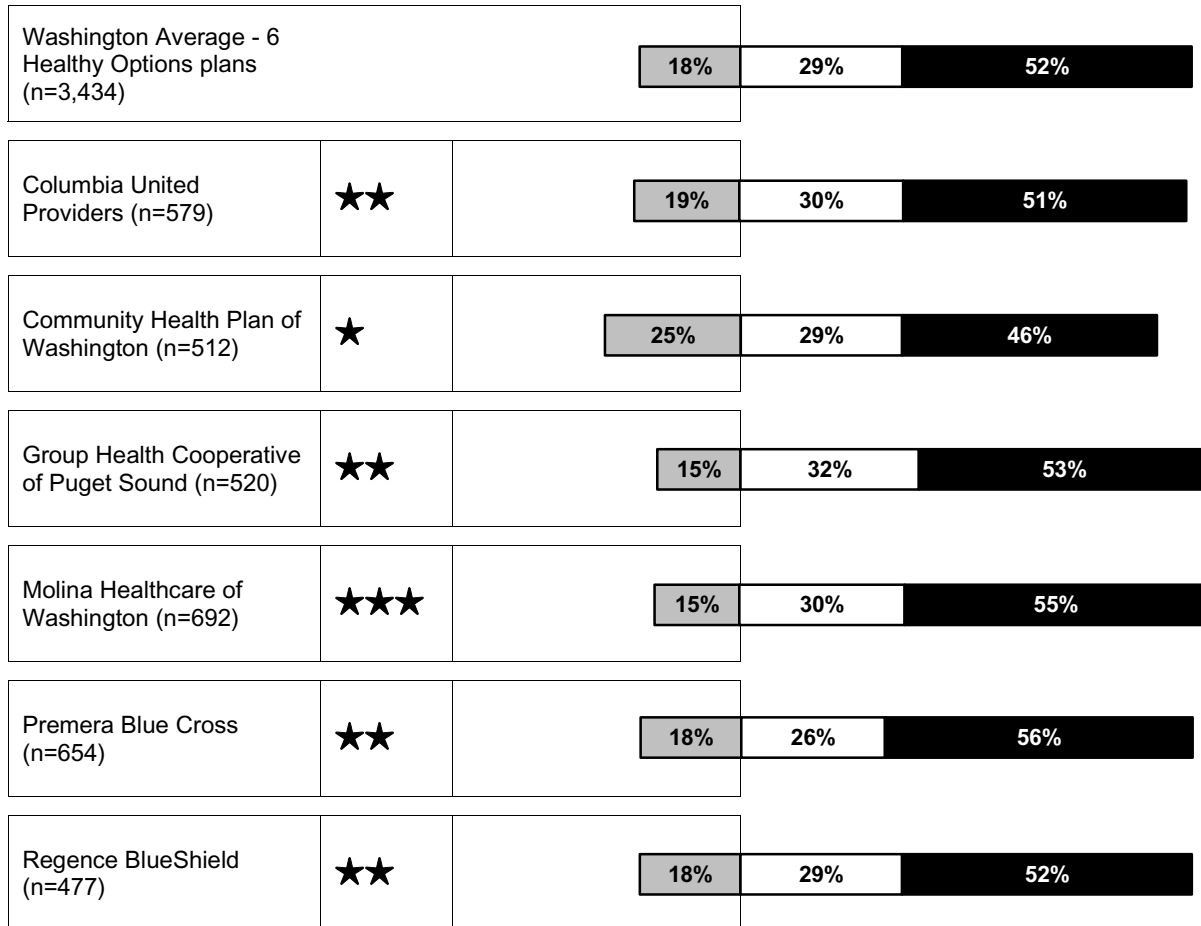
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

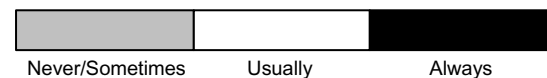
### Composite

## Getting Care Quickly

This chart summarizes the responses to survey questions 18, 20, 23 and 31 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

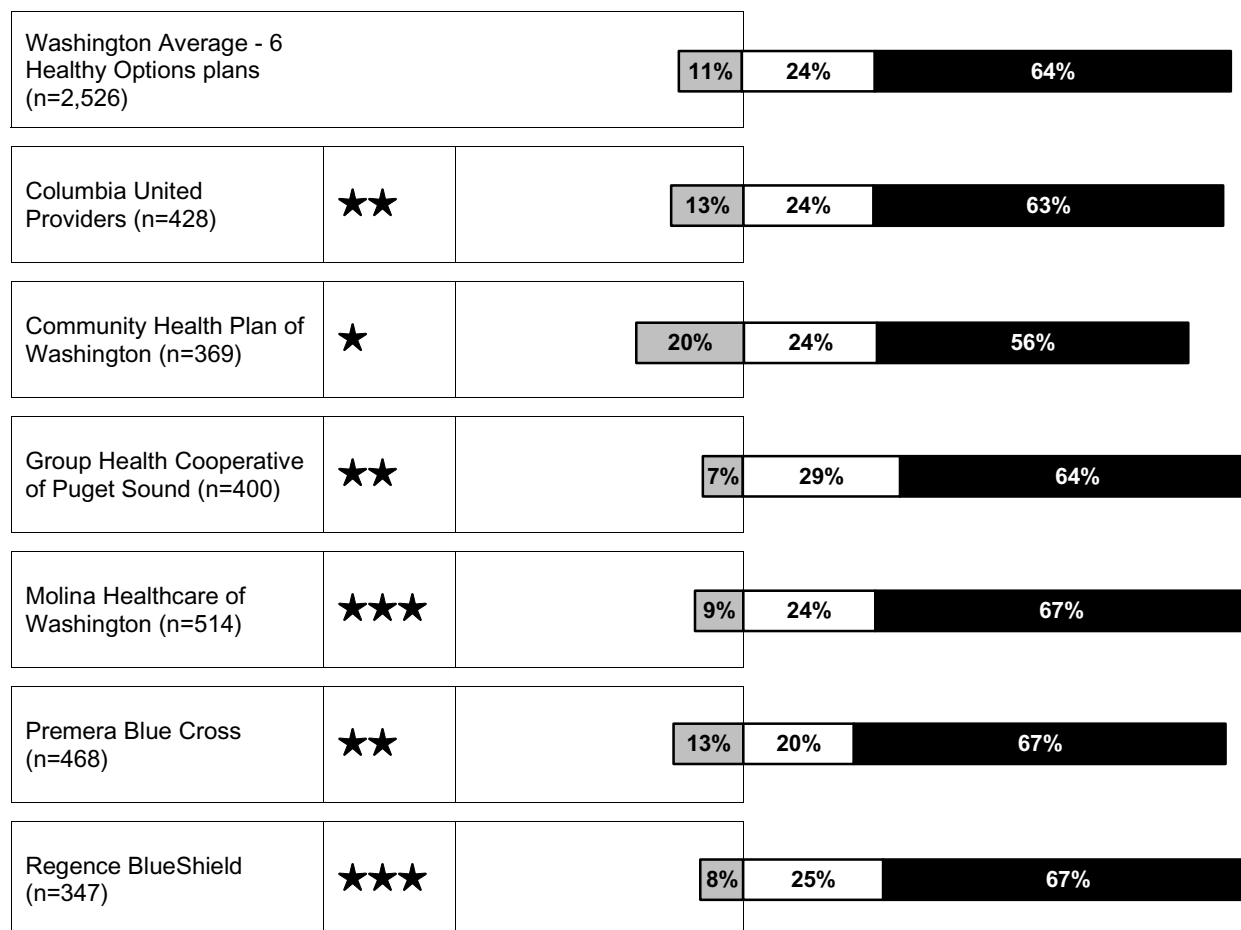
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

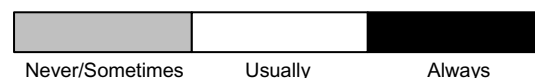
### Question 18

## Getting Care Quickly

Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



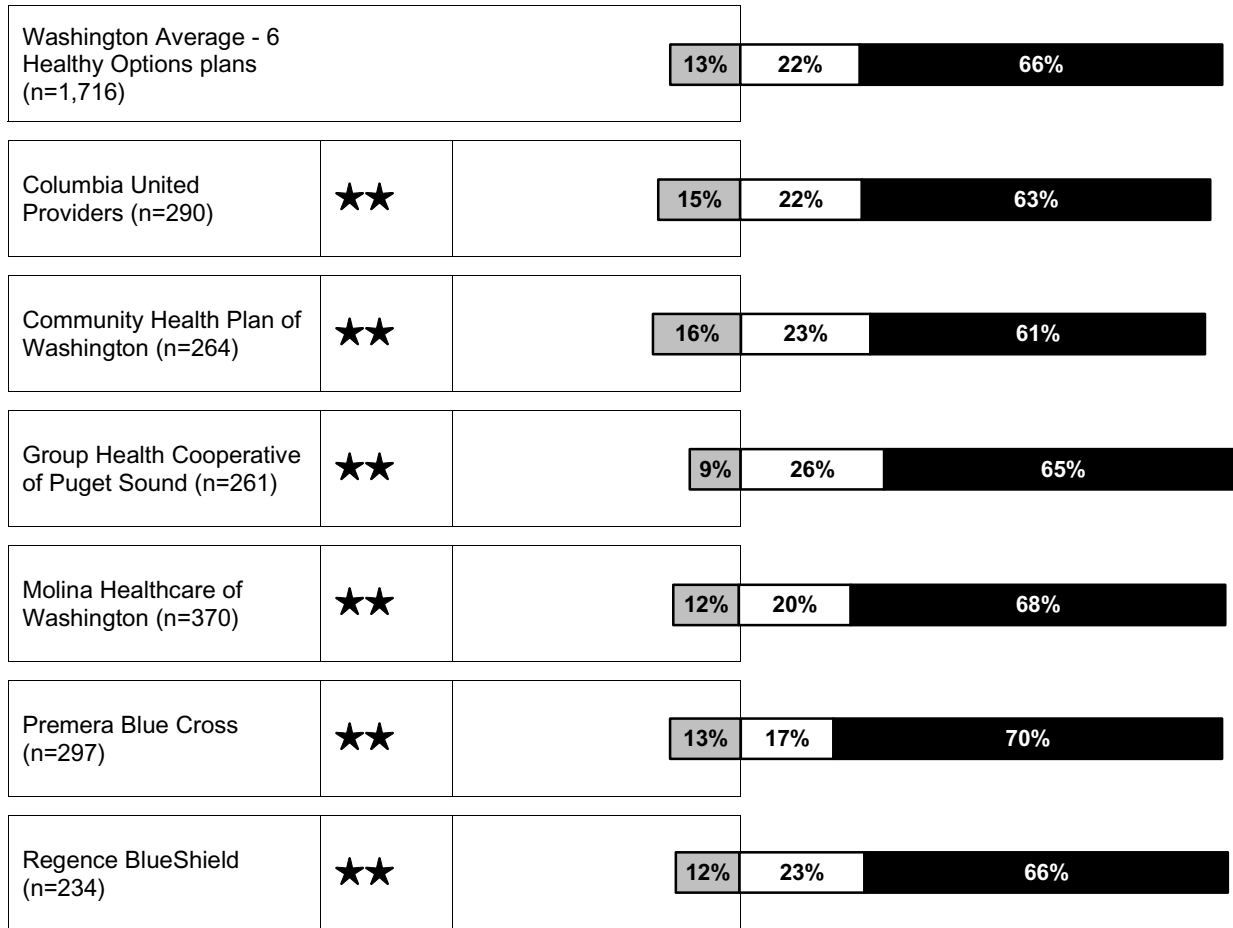
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

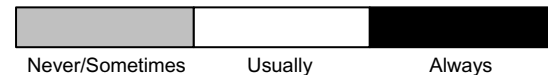
### Question 20

## Getting Care Quickly

Q20. "In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

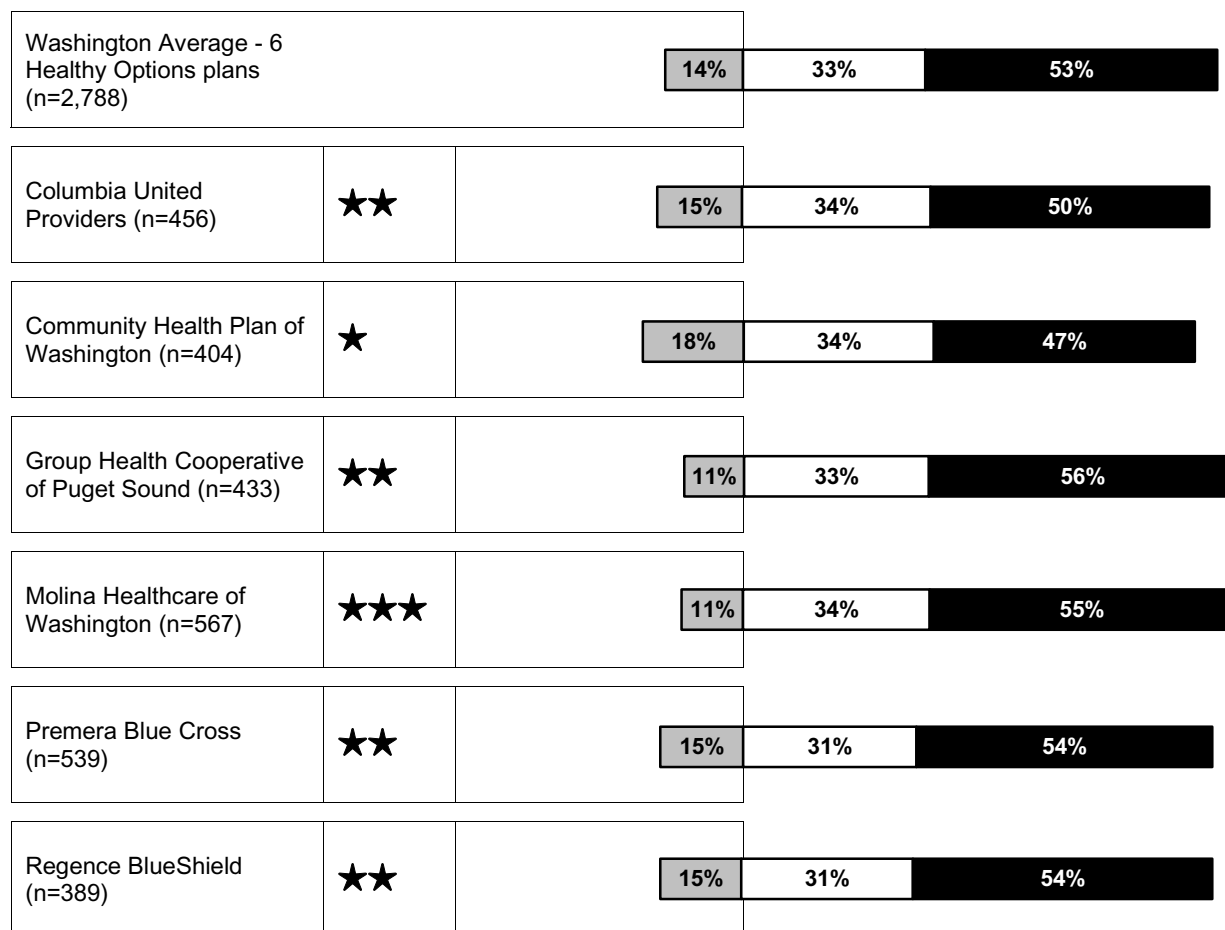
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

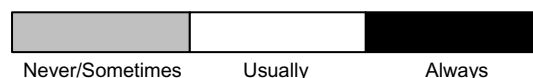
### Question 23

## Getting Care Quickly

Q23. "In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

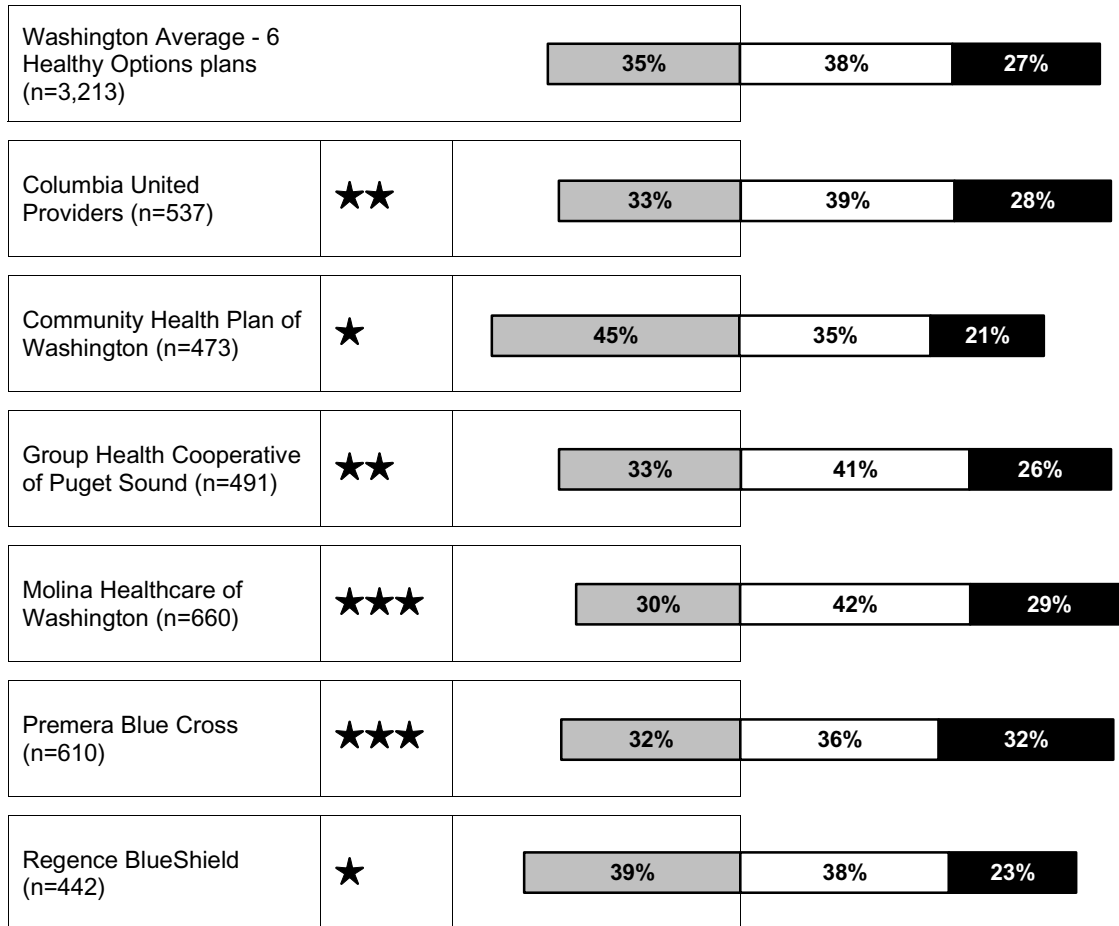
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

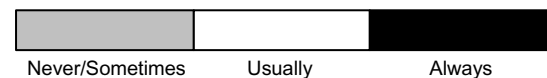
### Question 31

## Getting Care Quickly

Q31. "In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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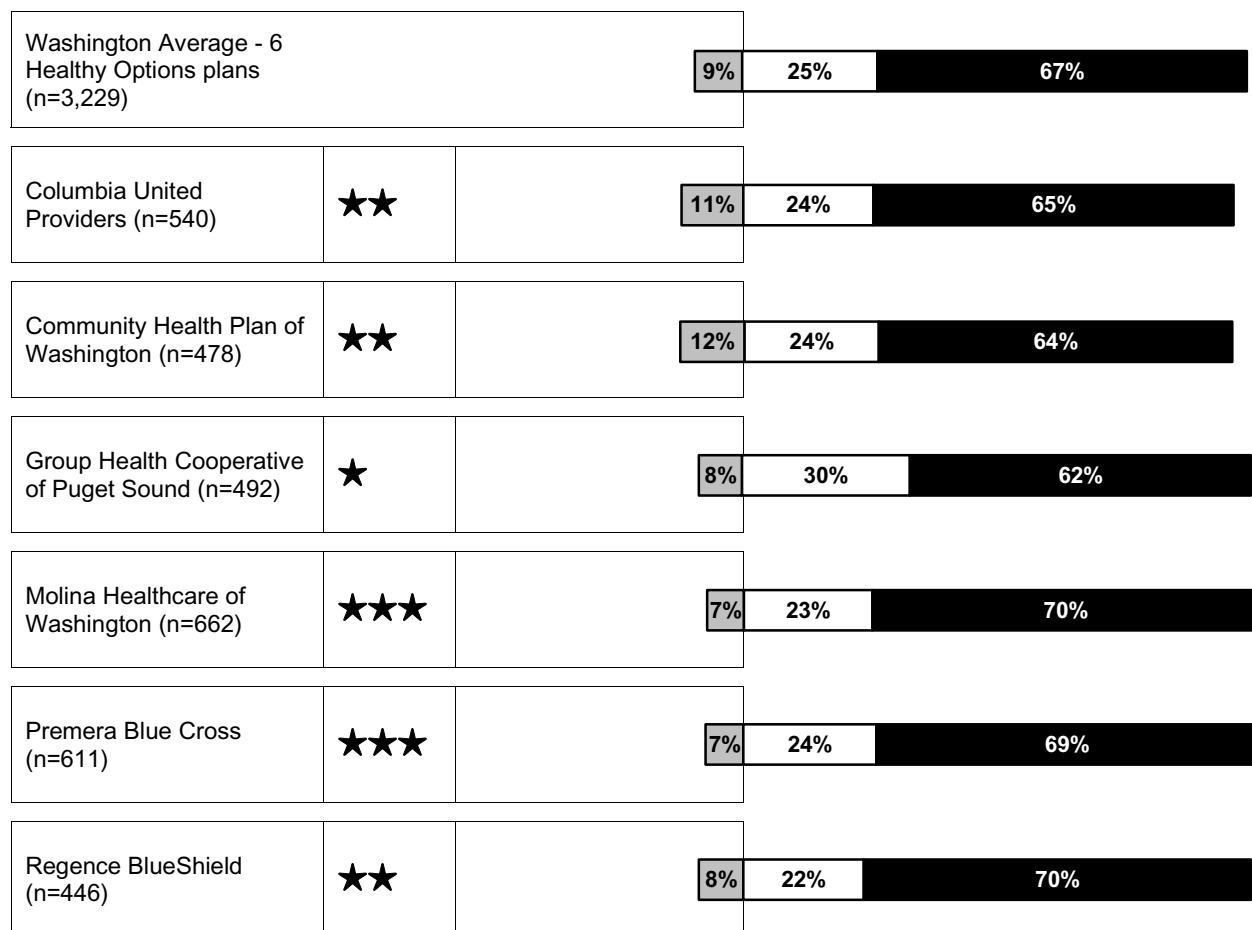
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

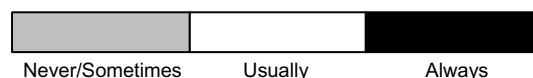
### Composite

## How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 37, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

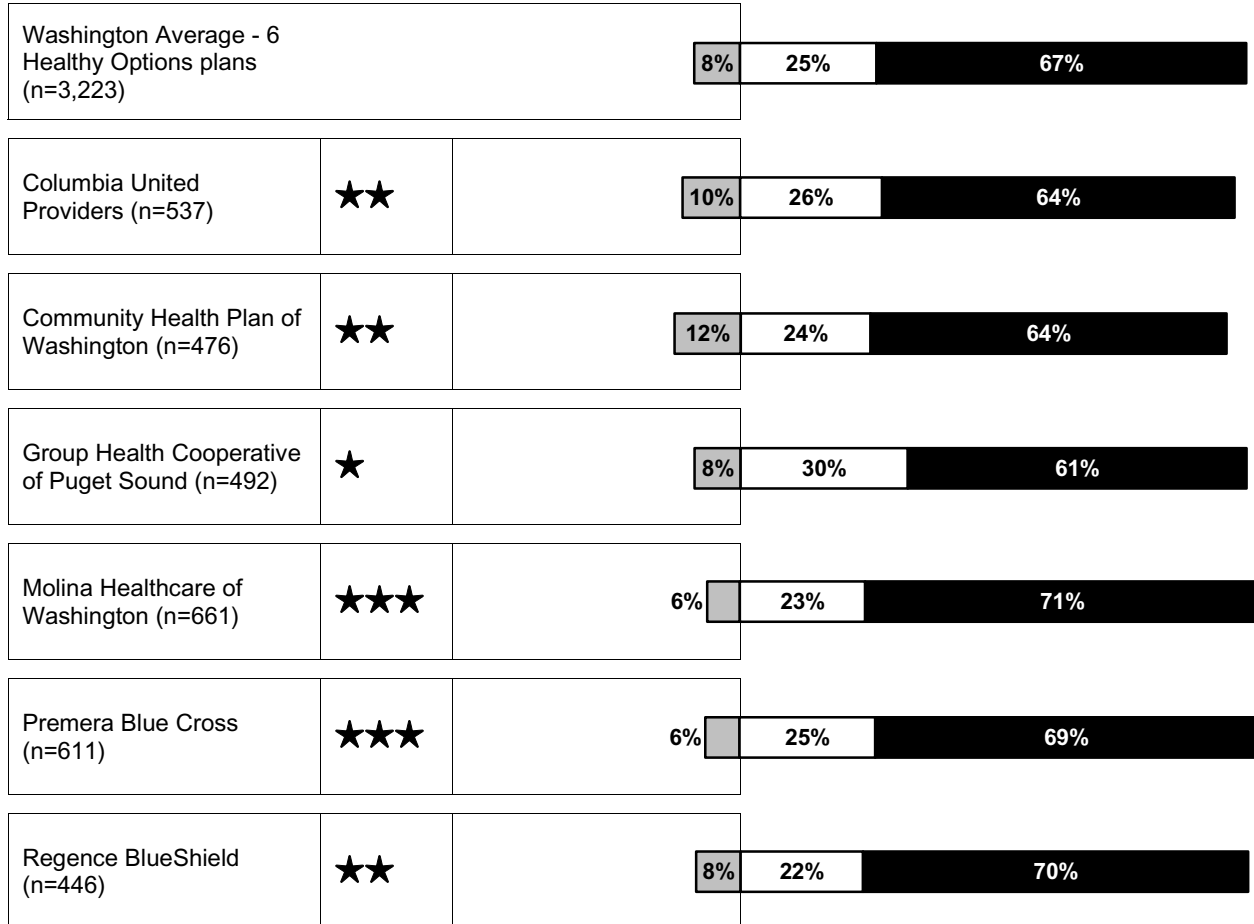
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

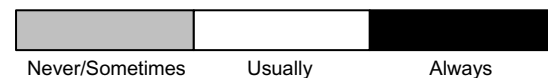
### Question 34

## How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

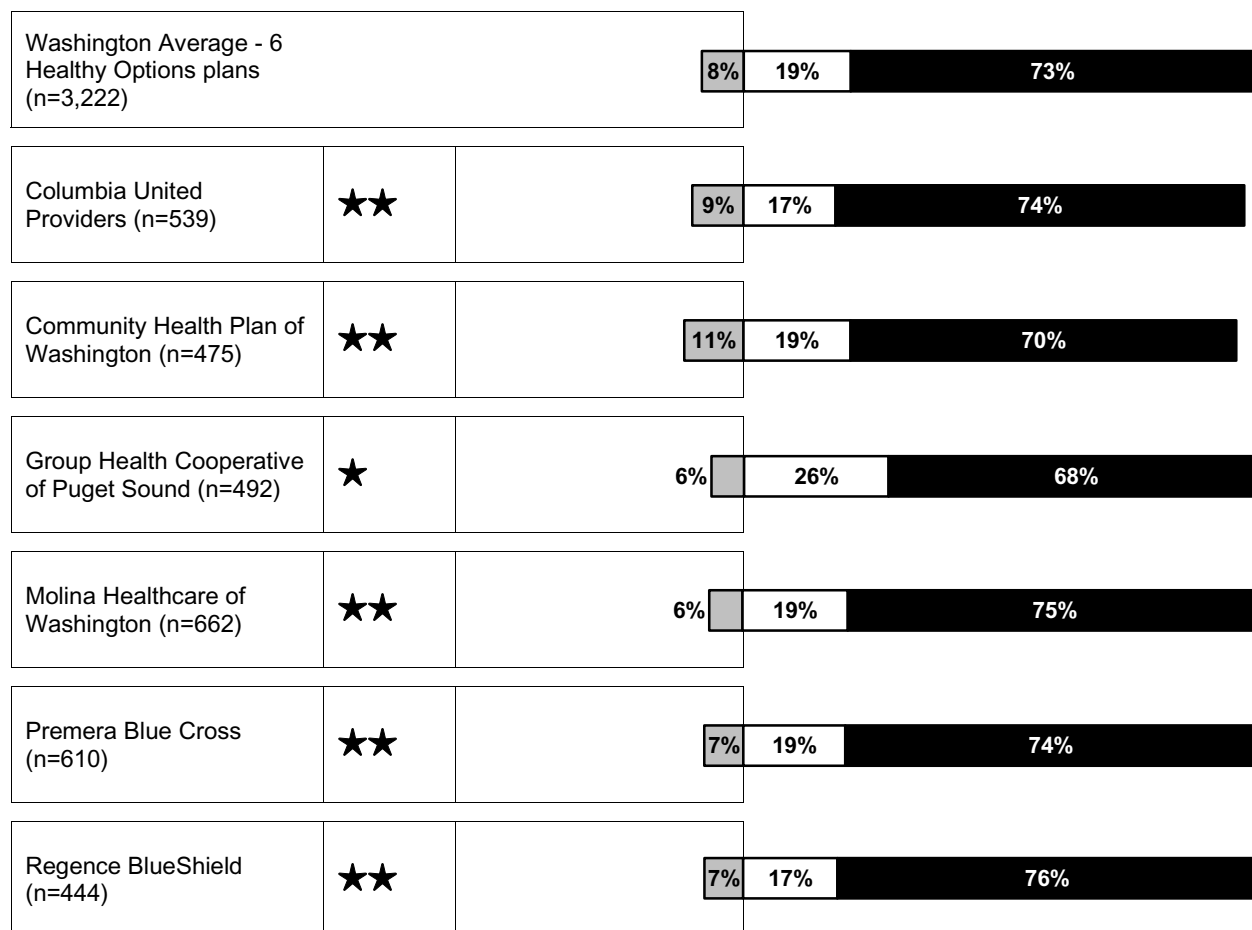
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

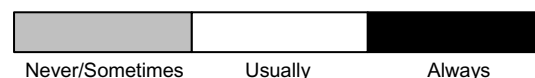
### Question 36

## How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

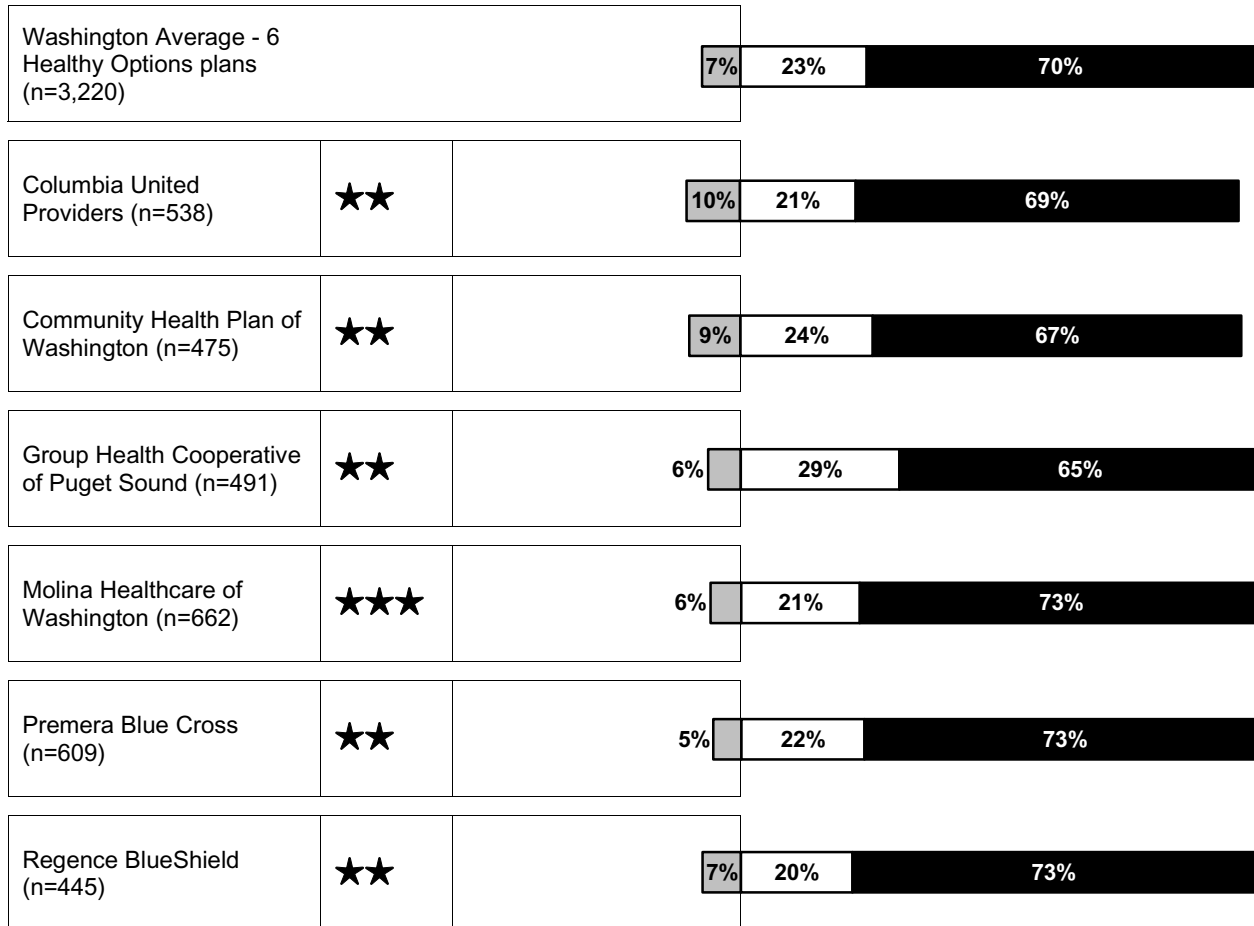
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

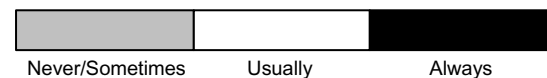
### Question 37

## How Well Doctors Communicate

Q37. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

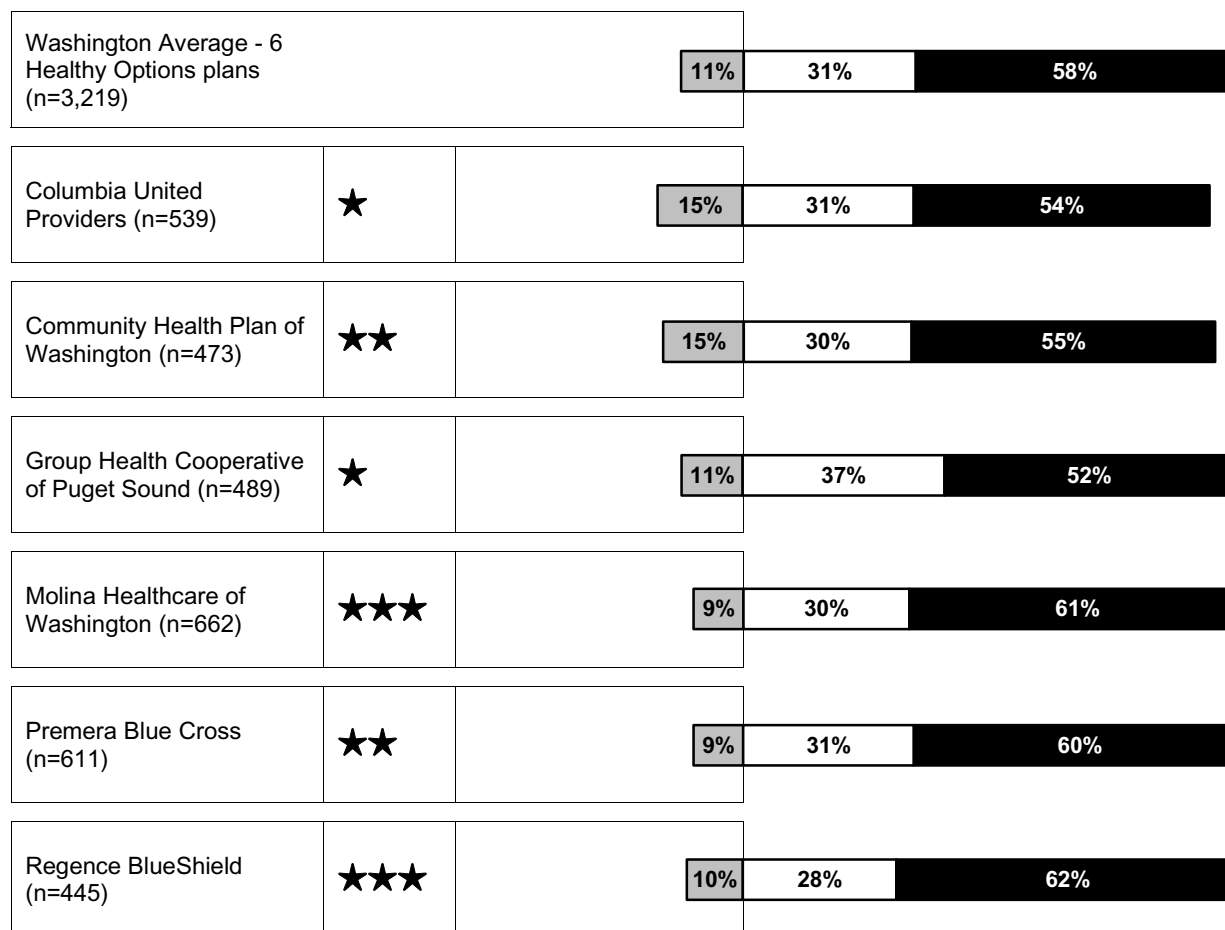
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

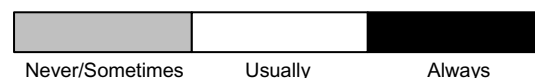
### Question 41

## How Well Doctors Communicate

Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

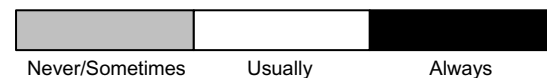
### Composite

## Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 32 and 33 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

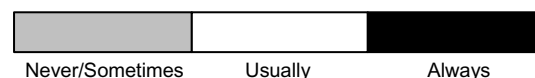
### Question 32

## Courteous and Helpful Office Staff

Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

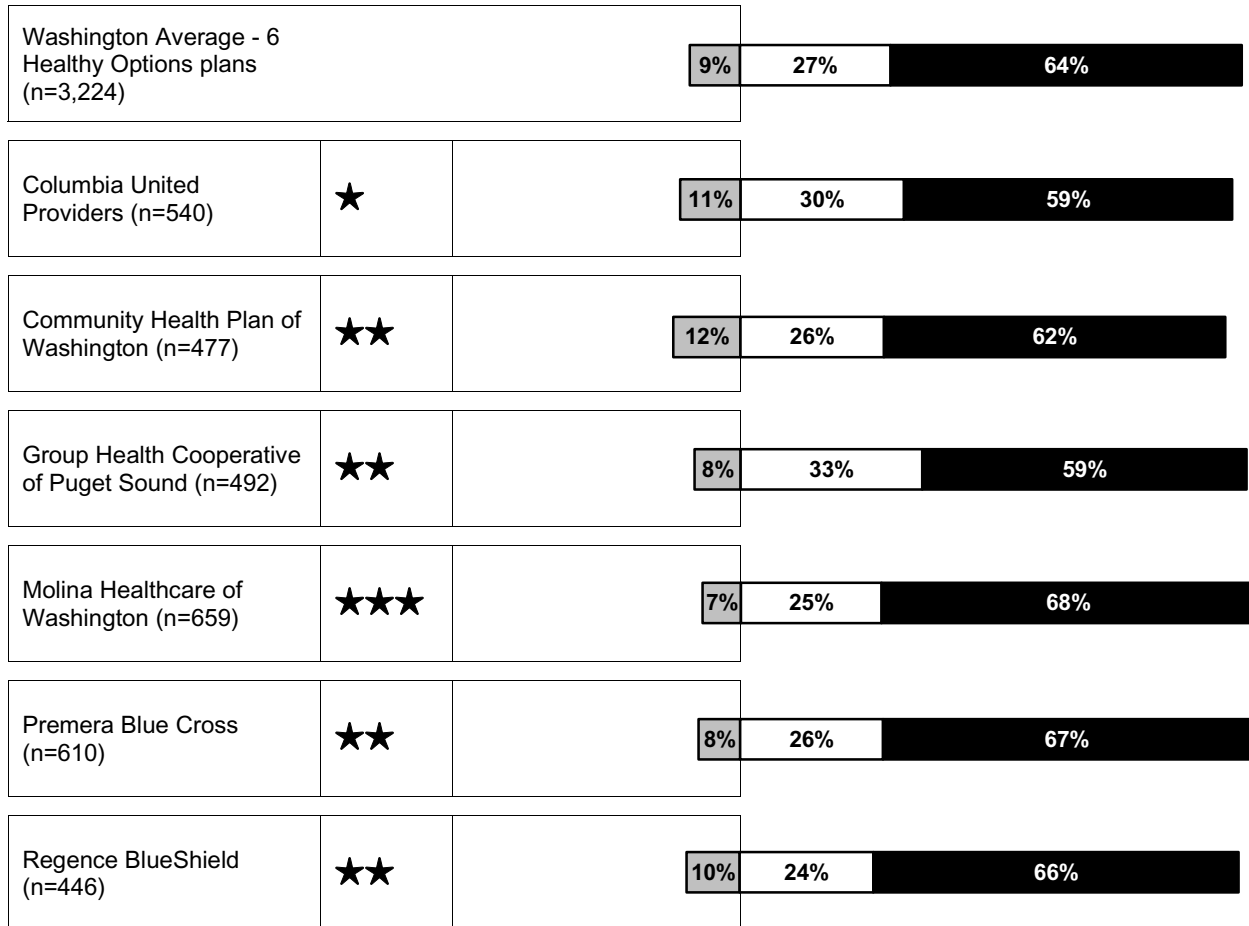
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

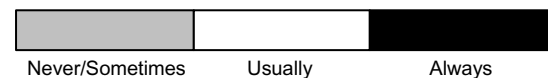
### Question 33

## Courteous and Helpful Office Staff

Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

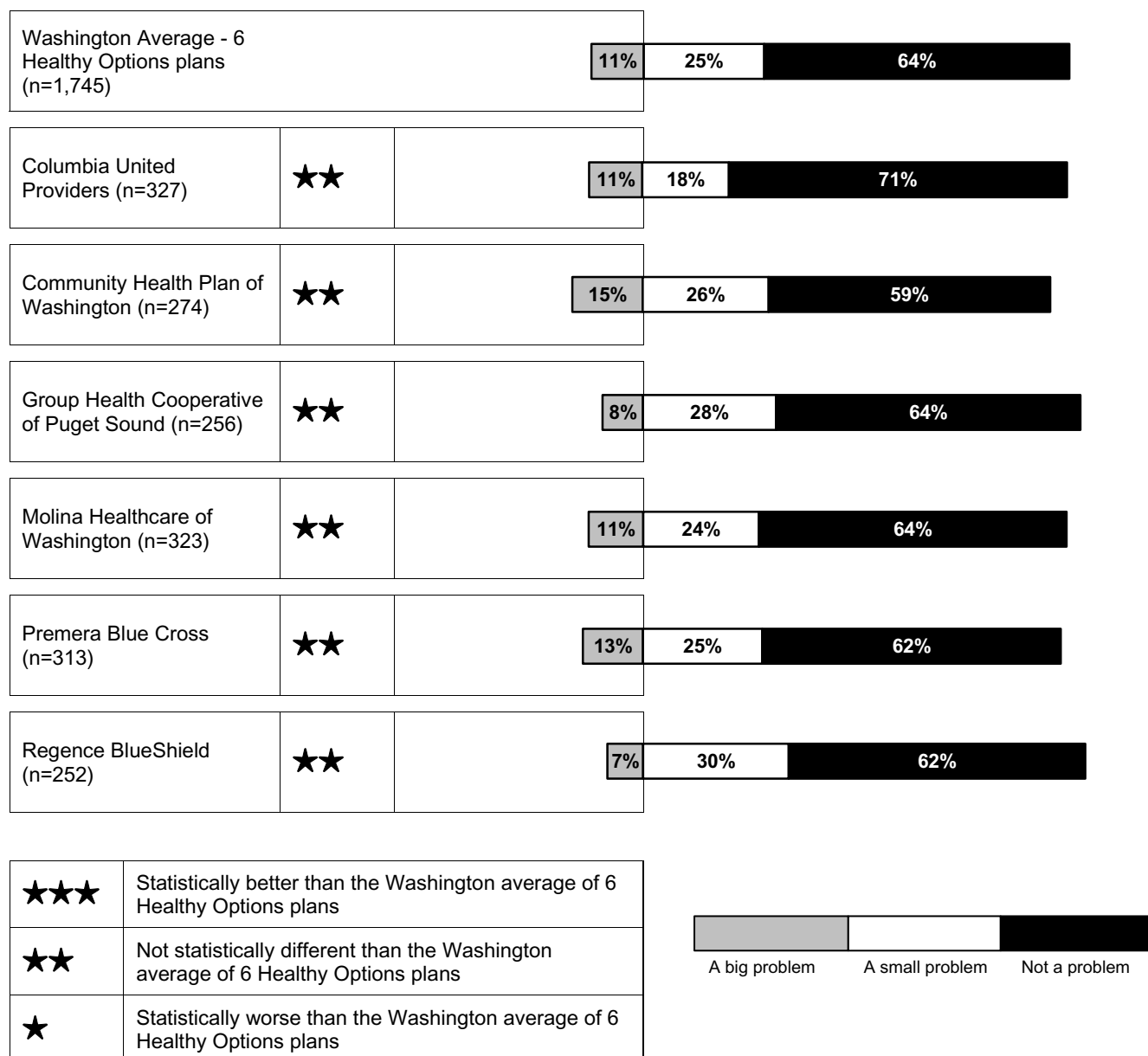


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# Healthy Options Children with Chronic Conditions CAHPS® Questions Composite

## Customer Service

This chart summarizes the responses to survey questions 79, 81, and 87 contained in the composite, "Customer Service." The Customer Service composite was calculated using AHRQ's methodology, which includes question 87. Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

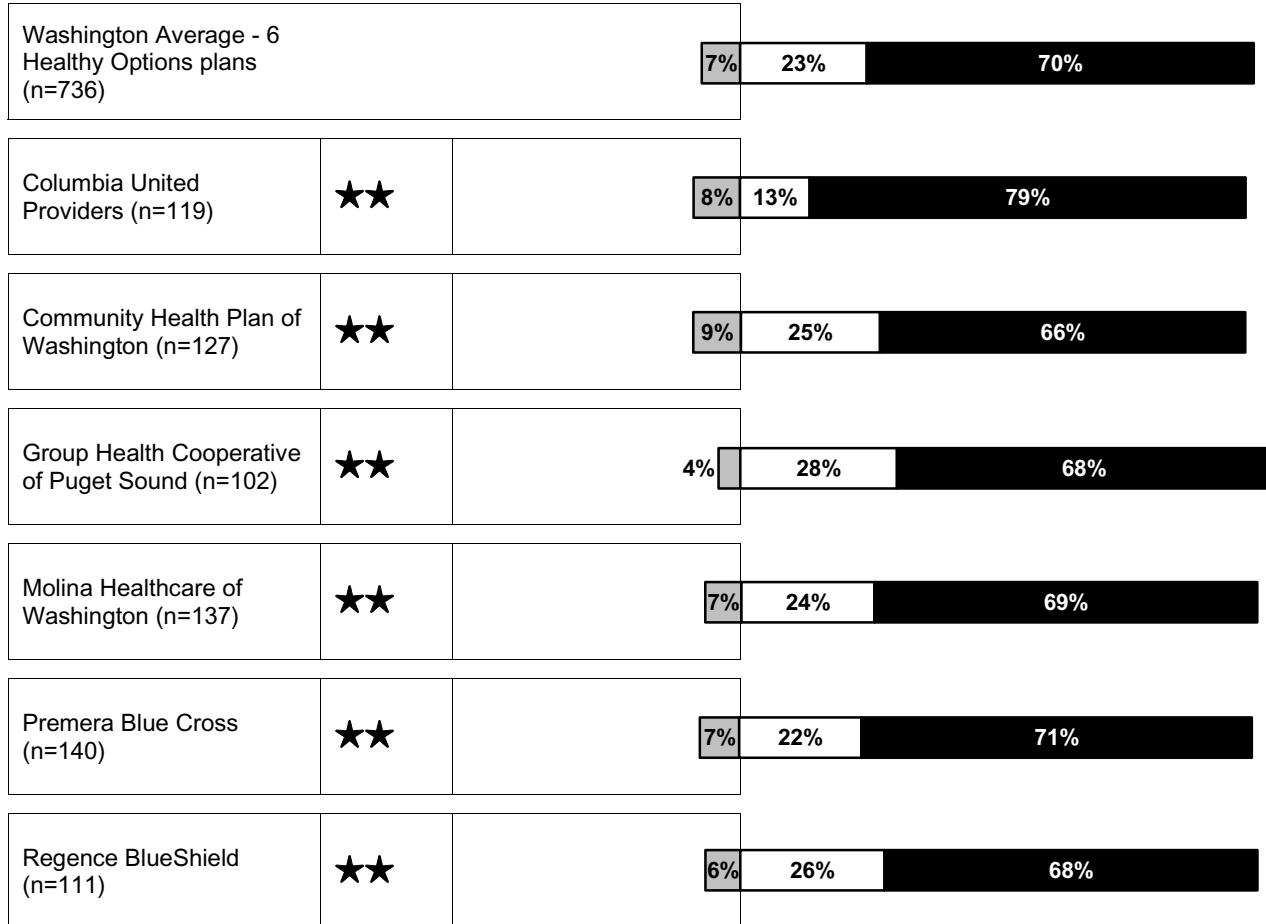
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

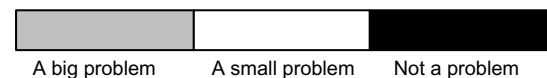
### Question 79

## Customer Service

Q79. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

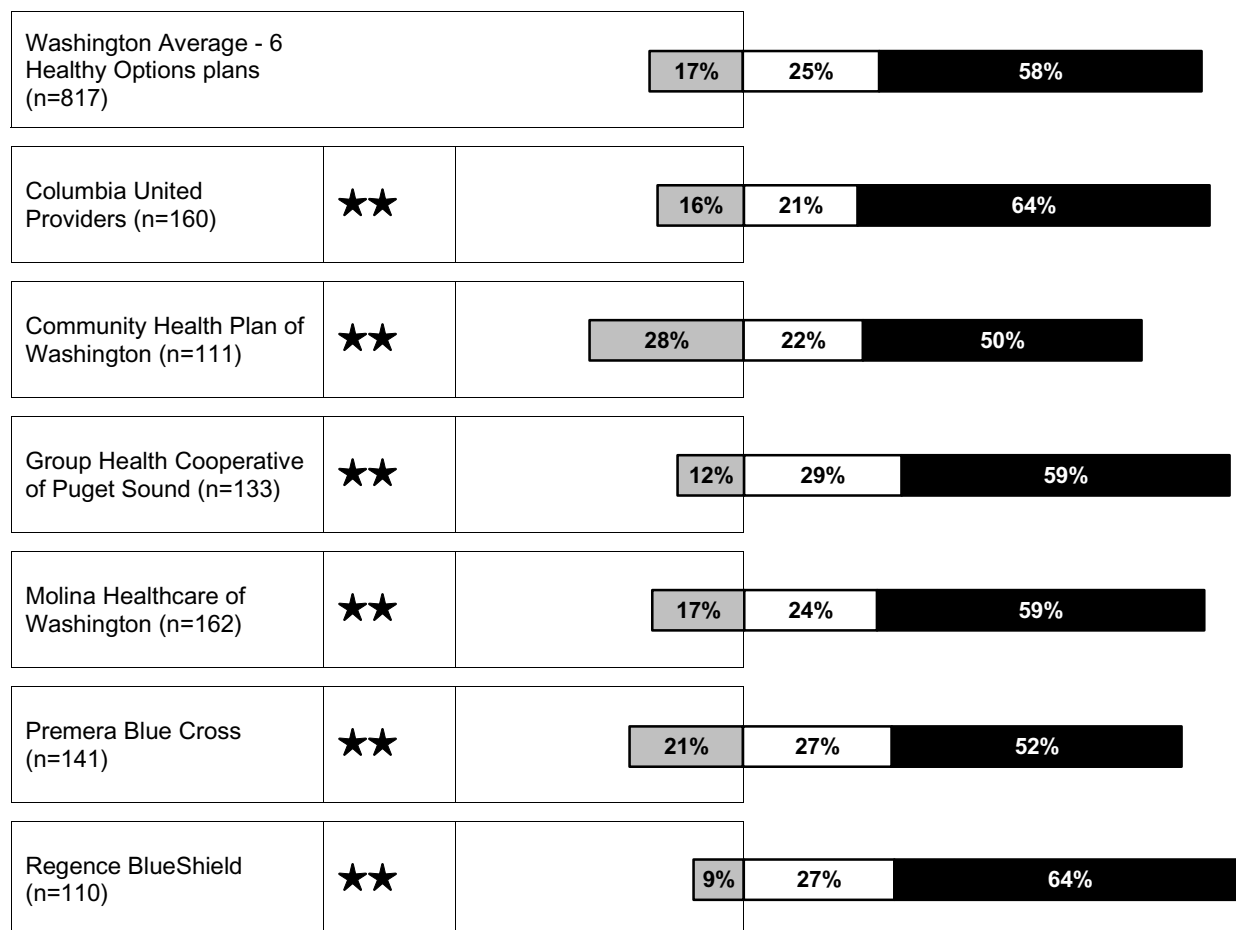
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

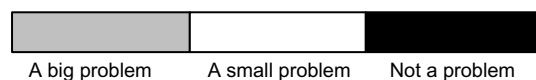
### Question 81

## Customer Service

Q81. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

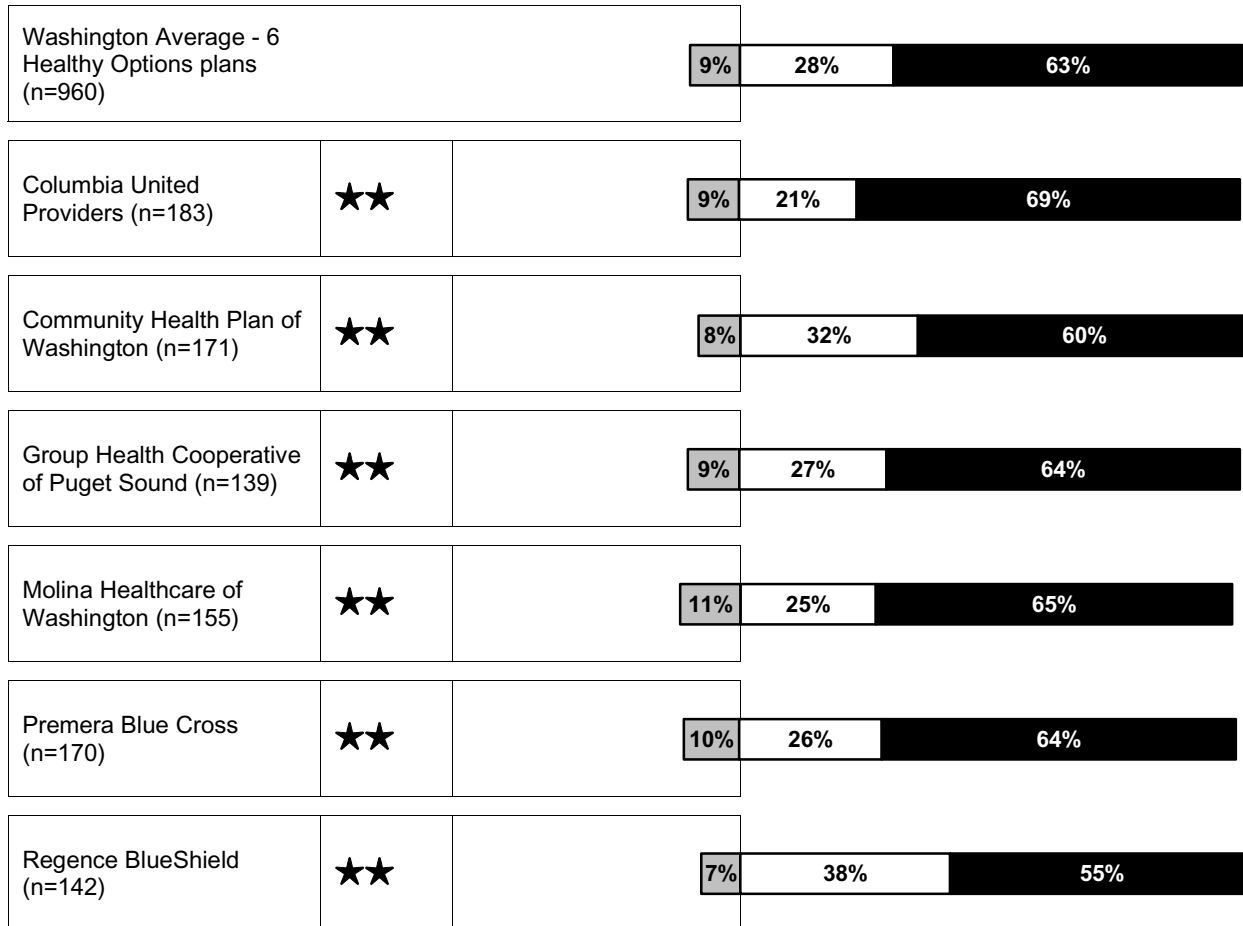
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

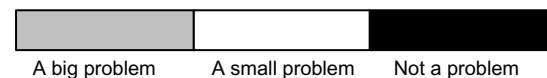
### Question 87

## Customer Service

Q87. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

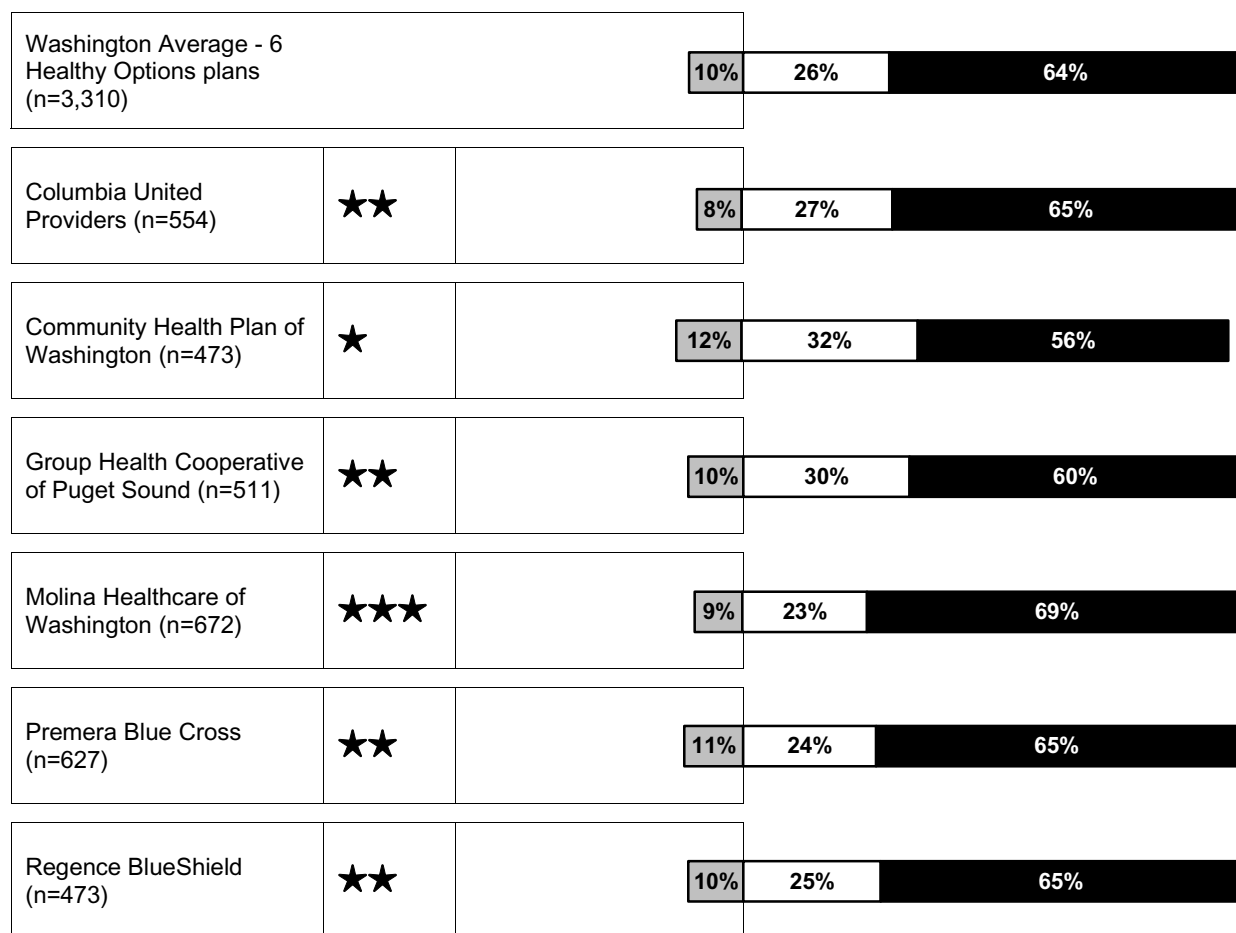
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

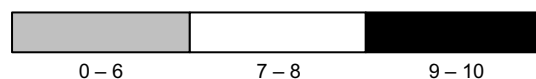
### Global Rating

## Rating of Personal Doctor or Nurse

Q5. "Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



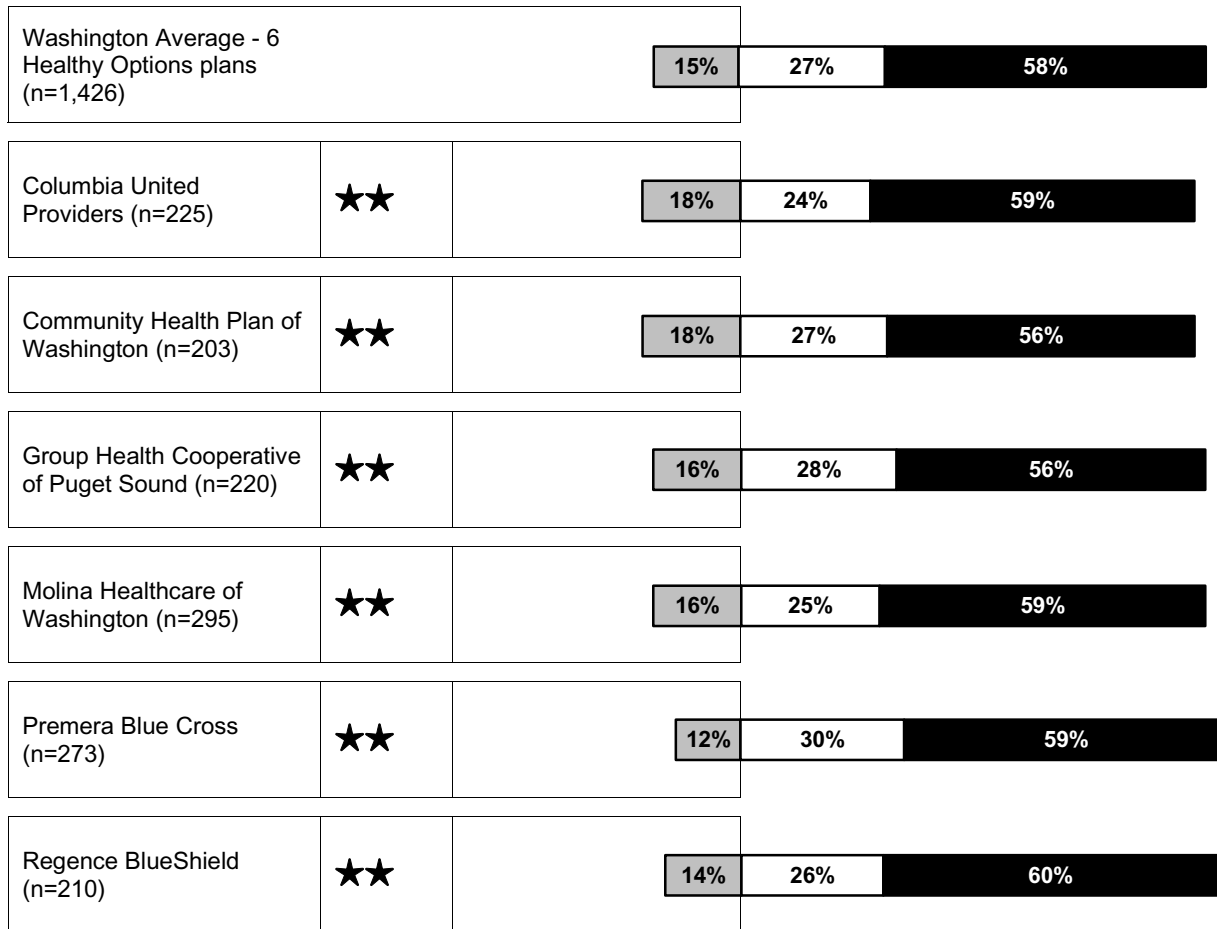
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

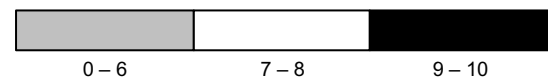
### Global Rating

## Rating of Specialist

Q15. “We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?”



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

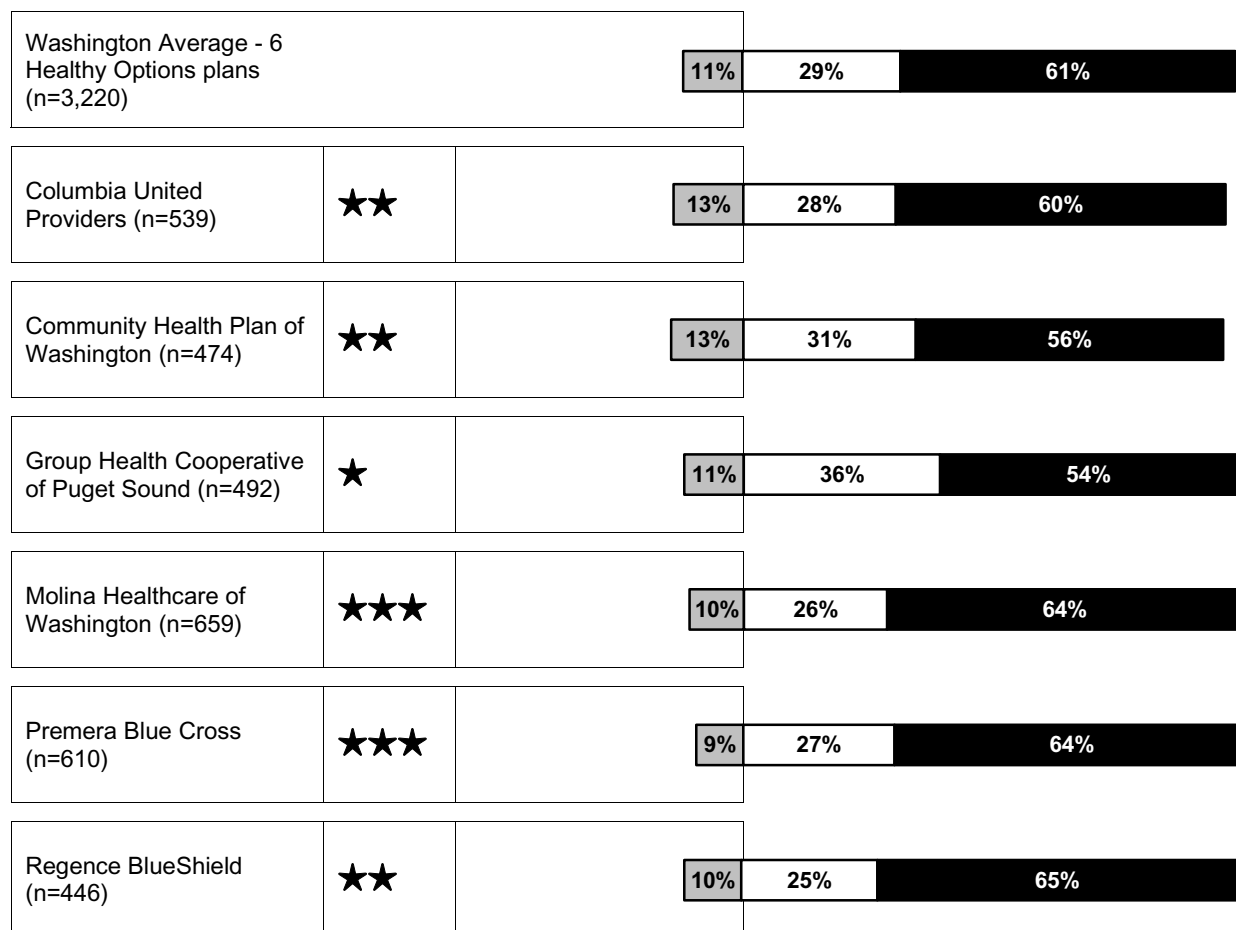
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

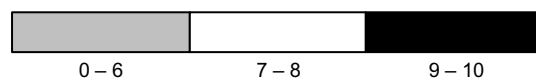
### Global Rating

## Rating of All Health Care

Q51. "Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

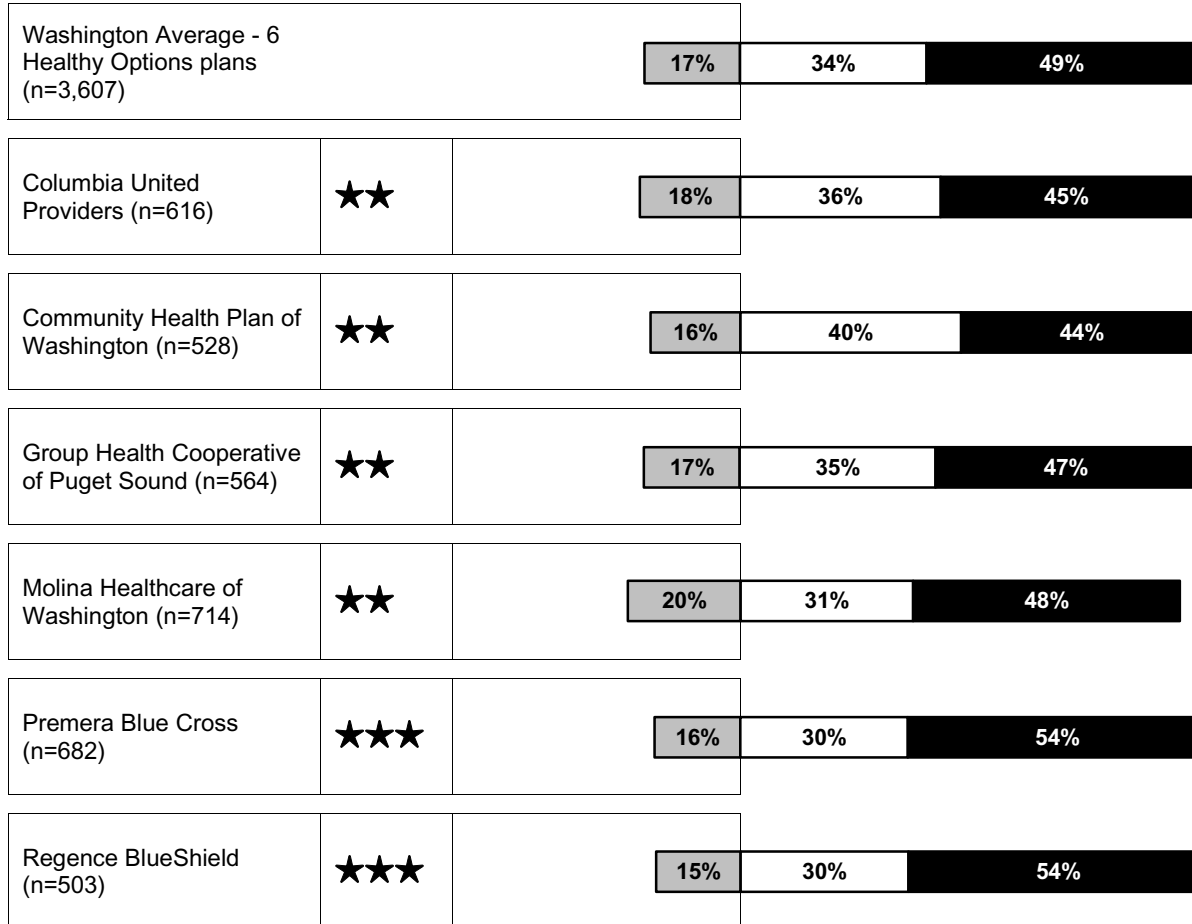
# Healthy Options Children with Chronic Conditions

## CAHPS® Questions

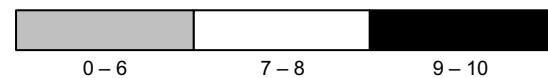
### Global Rating

## Rating of Health Plan

Q88. "Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

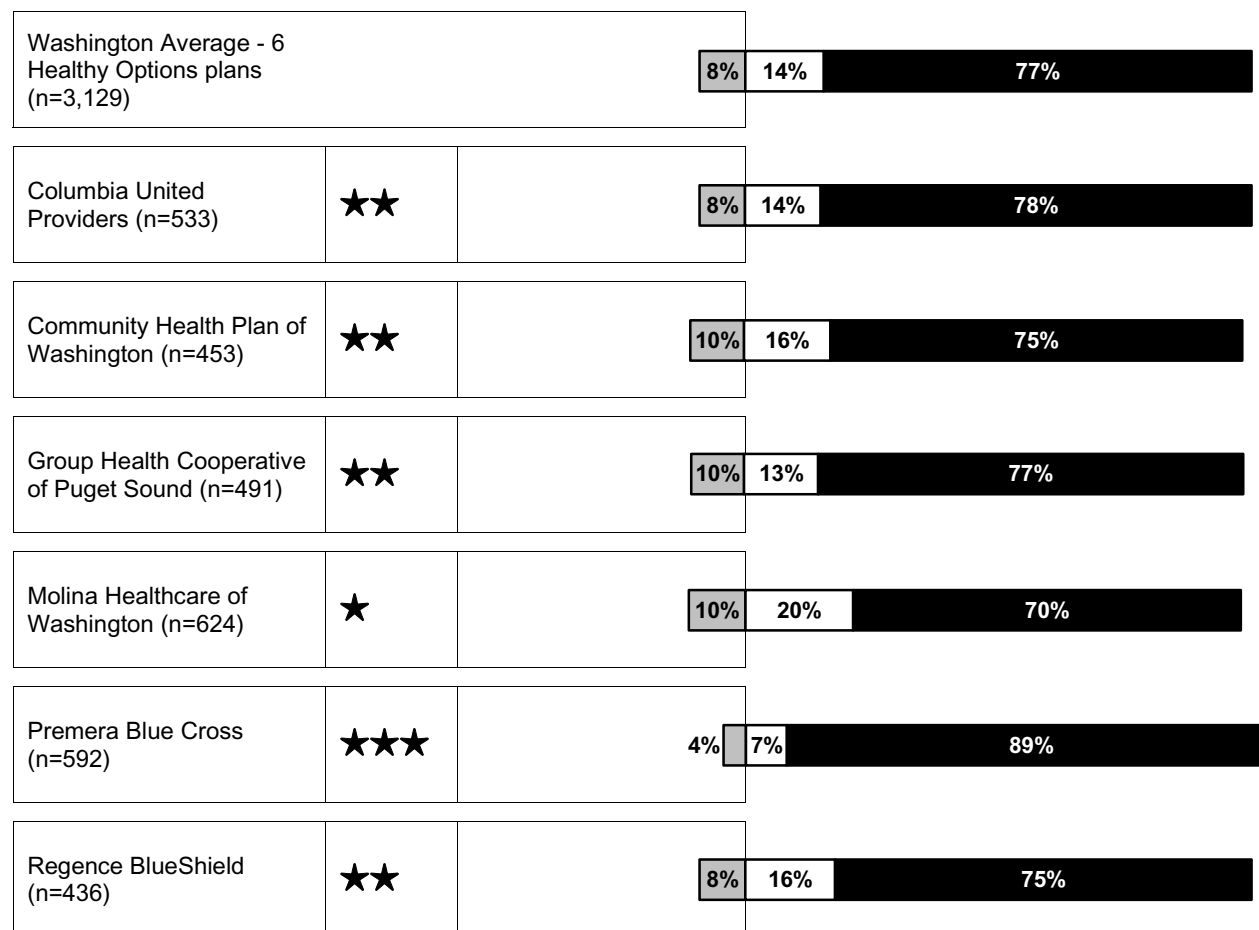


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

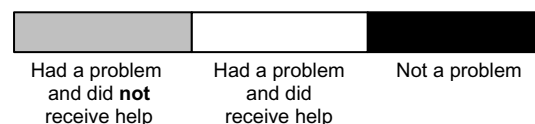
# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Access to Prescription Medicines

This chart summarizes the responses to survey questions 90 and 91 contained in the children with chronic conditions composite, "Access to Prescription Medicines."



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

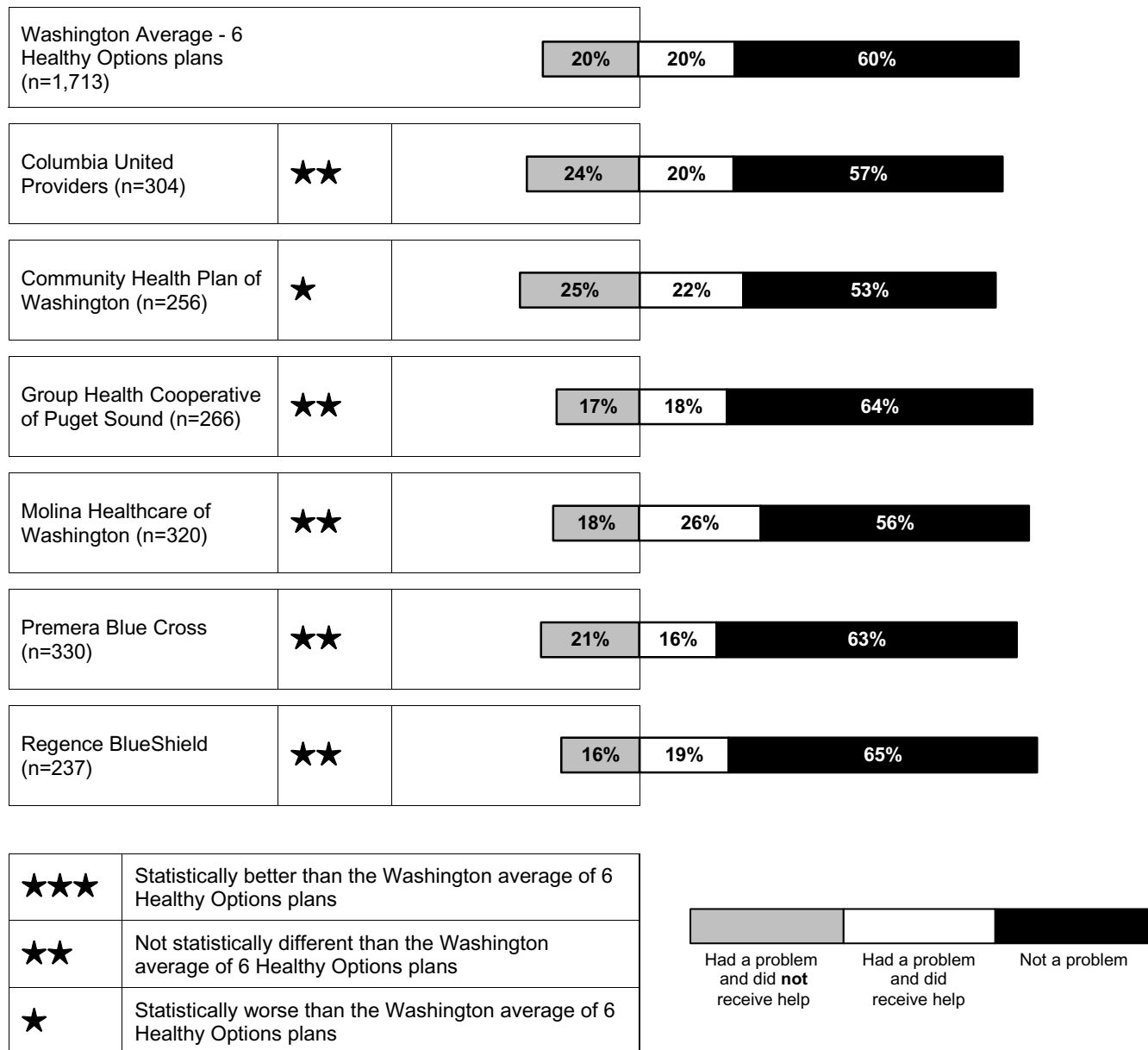


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Access to Specialized Services

This chart summarizes the responses to survey questions 64, 65, 67, 68, 70 and 71 contained in the children with chronic conditions composite, "Access to Specialized Services." Individual specialized service-level responses immediately follow.



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS<sup>®</sup> CCC Measurement Set

### Questions 64 and 65

## Access to Specialized Services

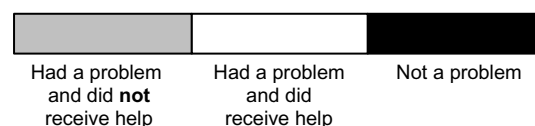
This chart summarizes the responses to survey questions 64 and 65.

Q64. "In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child? *If there was a problem, the respondent is directed to go to Q65.*

Q65. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS<sup>®</sup> Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Questions 67 and 68

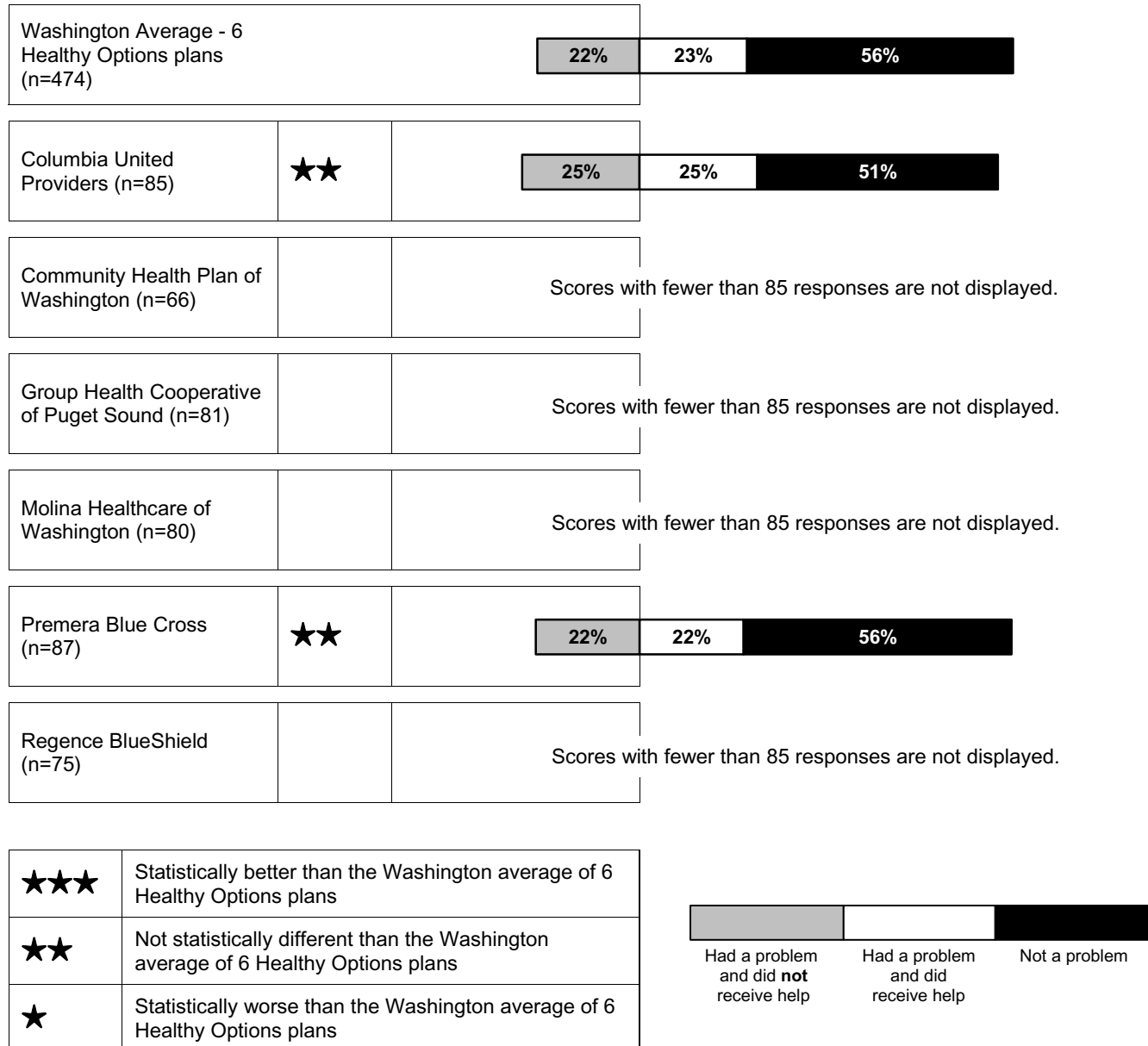
## Access to Specialized Services

This chart summarizes the responses to survey questions 67 and 68.

Q67. "In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?"

*If there was a problem, the respondent is directed to go to Q68.*

Q68. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Questions 70 and 71

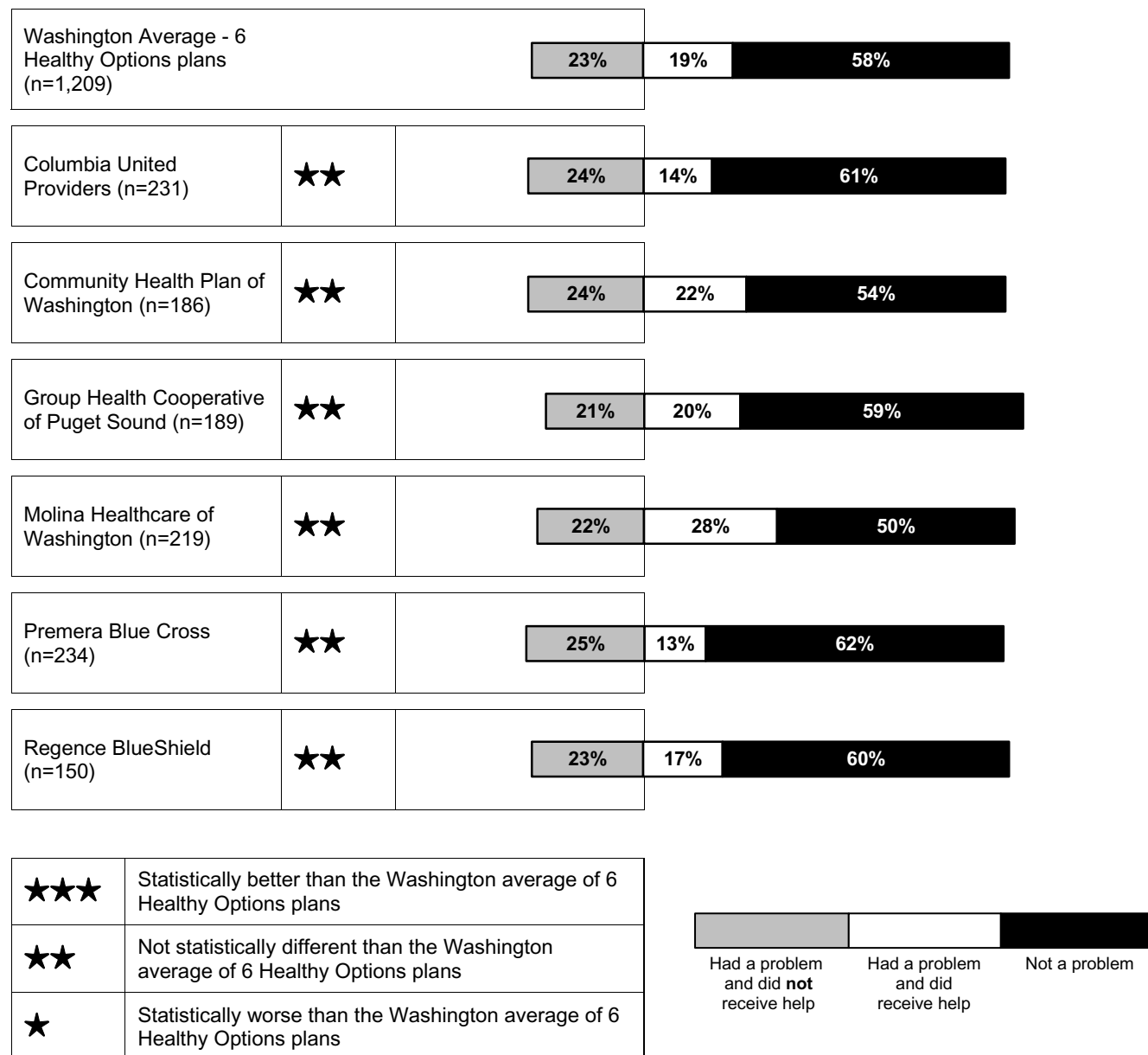
## Access to Specialized Services

This chart summarizes the responses to survey questions 70 and 71.

Q70. "In the last 6 months, how much of a problem, if any, was it to get treatment or counseling for your child for an emotional, developmental or behavioral problem?"

*If there was a problem, the respondent is directed to go to Q71.*

Q71. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



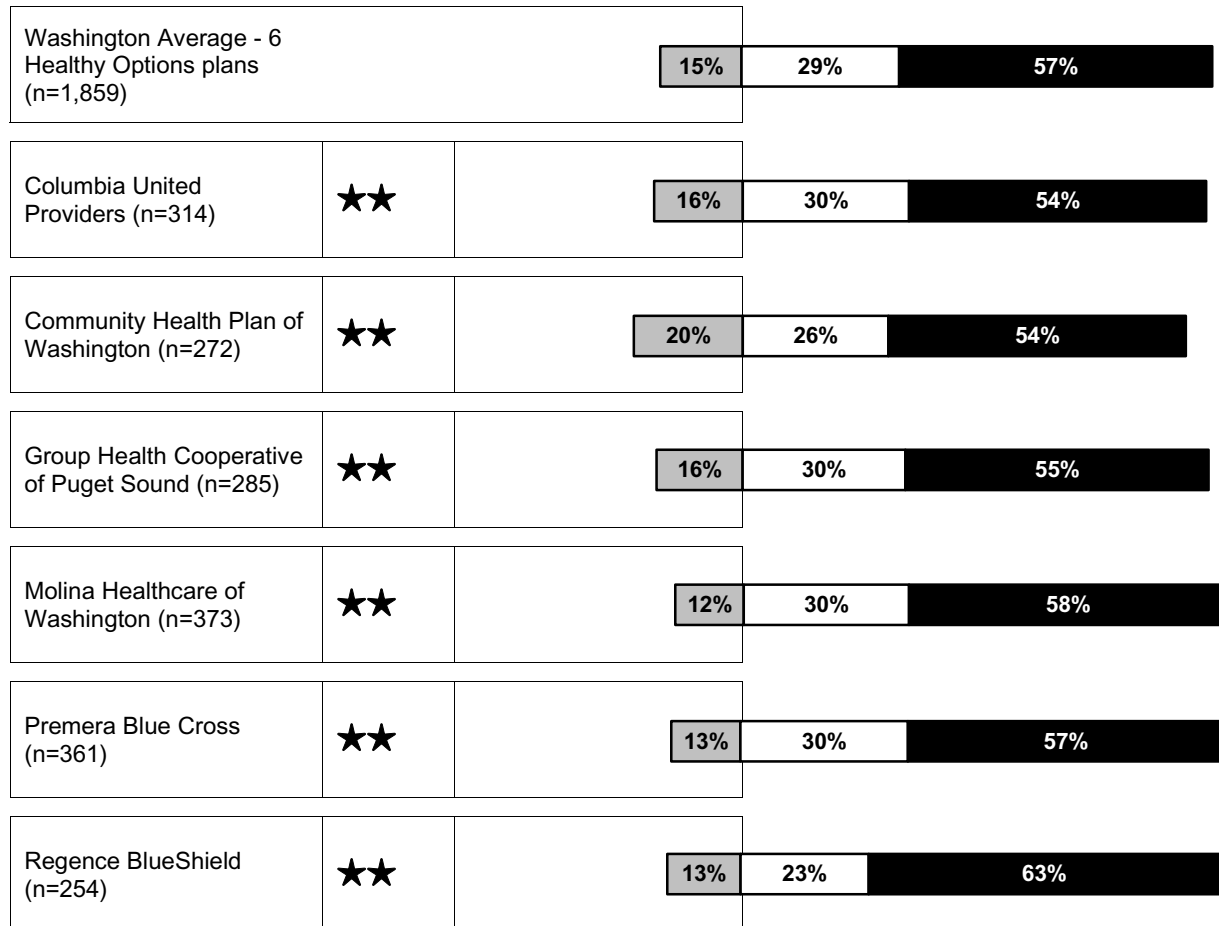
NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



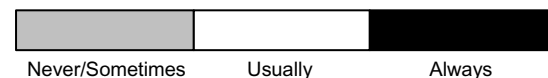
# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Family Centered Care: Getting Needed Information

This chart summarizes the responses to survey questions 43, 44, and 45 contained in the children with chronic conditions composite, "Family Centered Care: Getting Needed Information." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

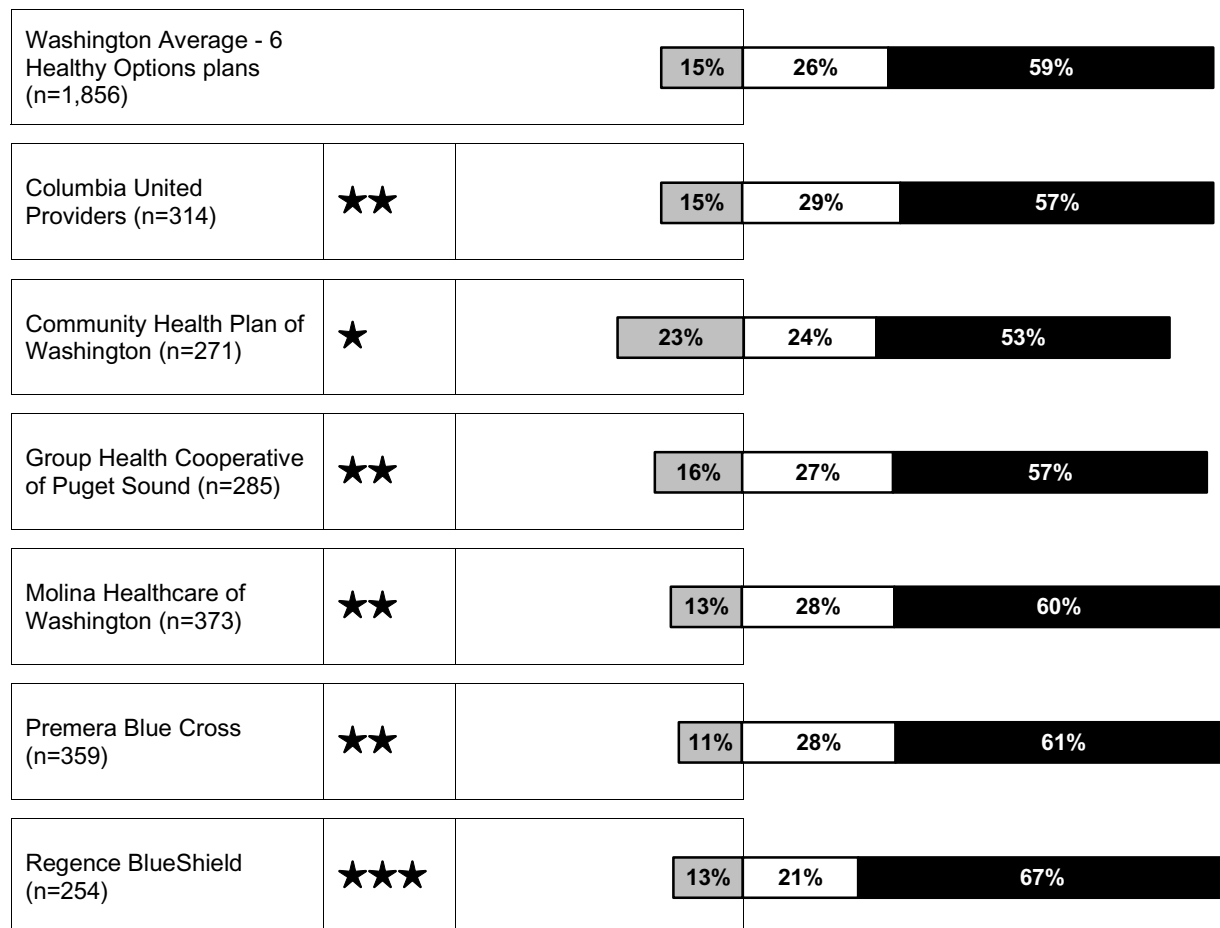
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

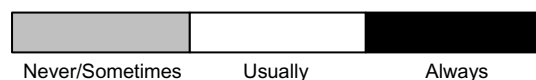
### Question 43

## Family Centered Care: Getting Needed Information

Q43. "In the last 6 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

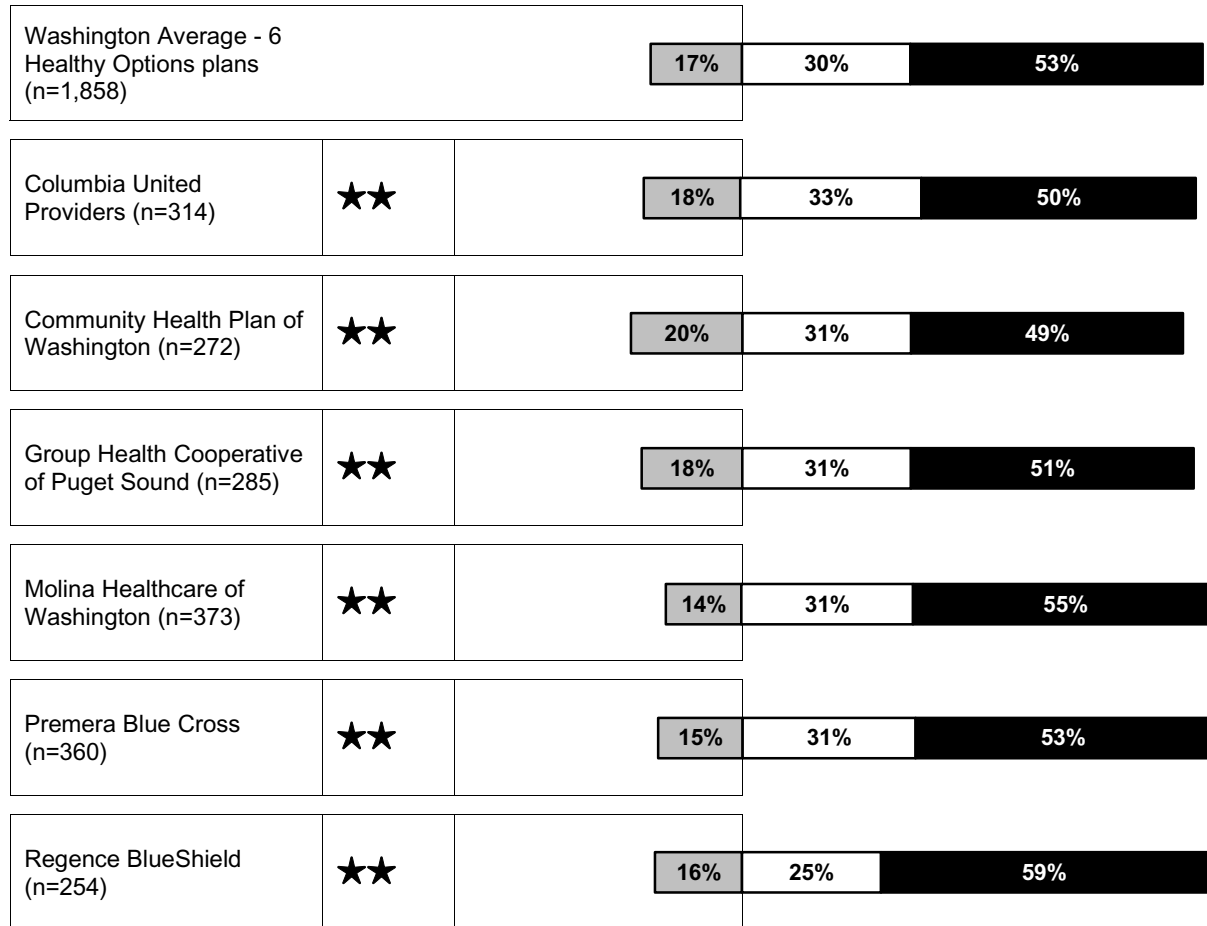
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

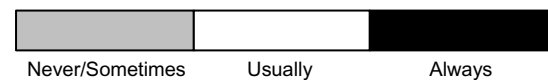
### Question 44

## Family Centered Care: Getting Needed Information

Q44. "In the last 6 months, how often did you get the specific information you needed from your child's doctors or other health providers?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

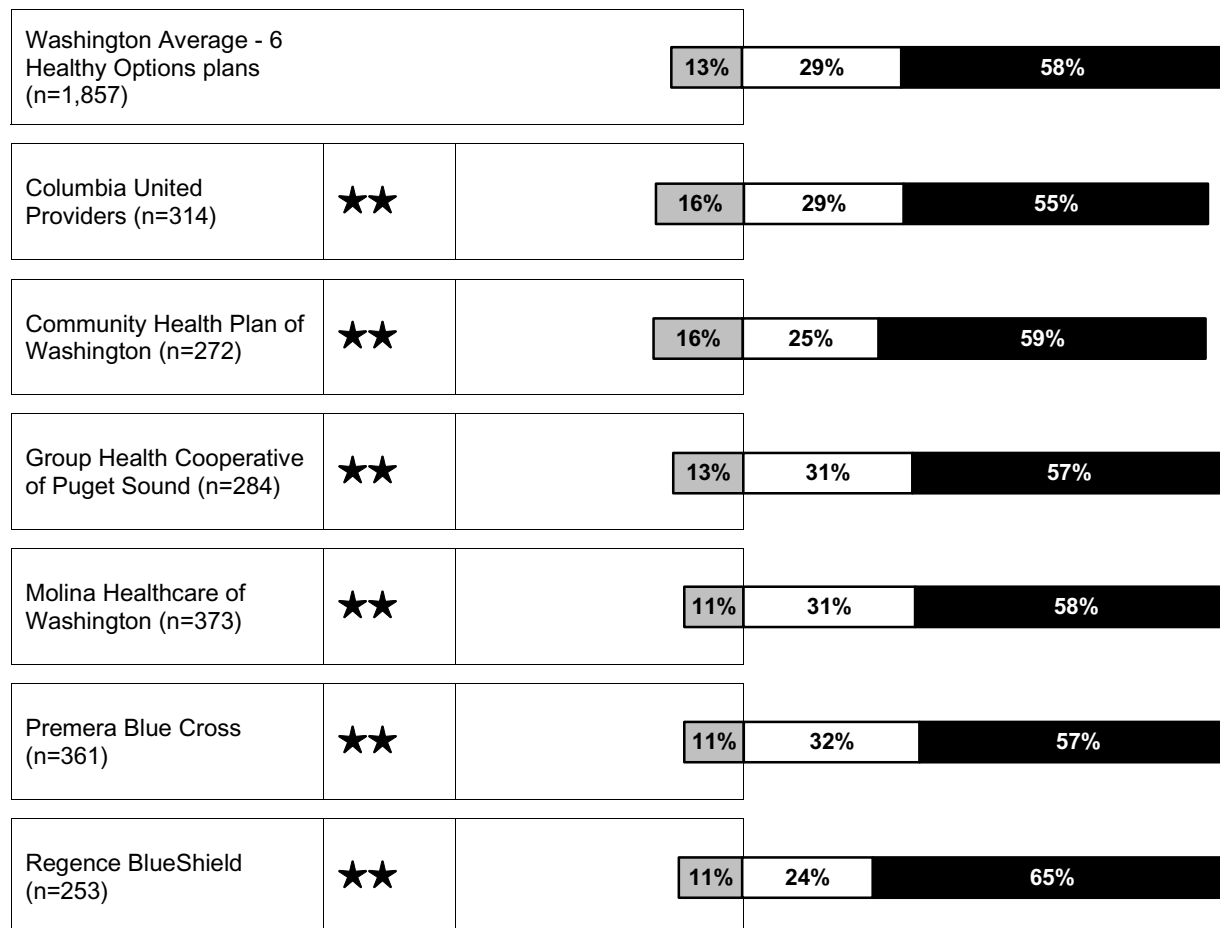
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

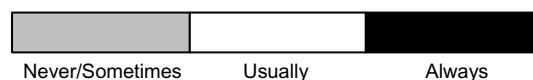
### Question 45

## Family Centered Care: Getting Needed Information

Q45. "In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

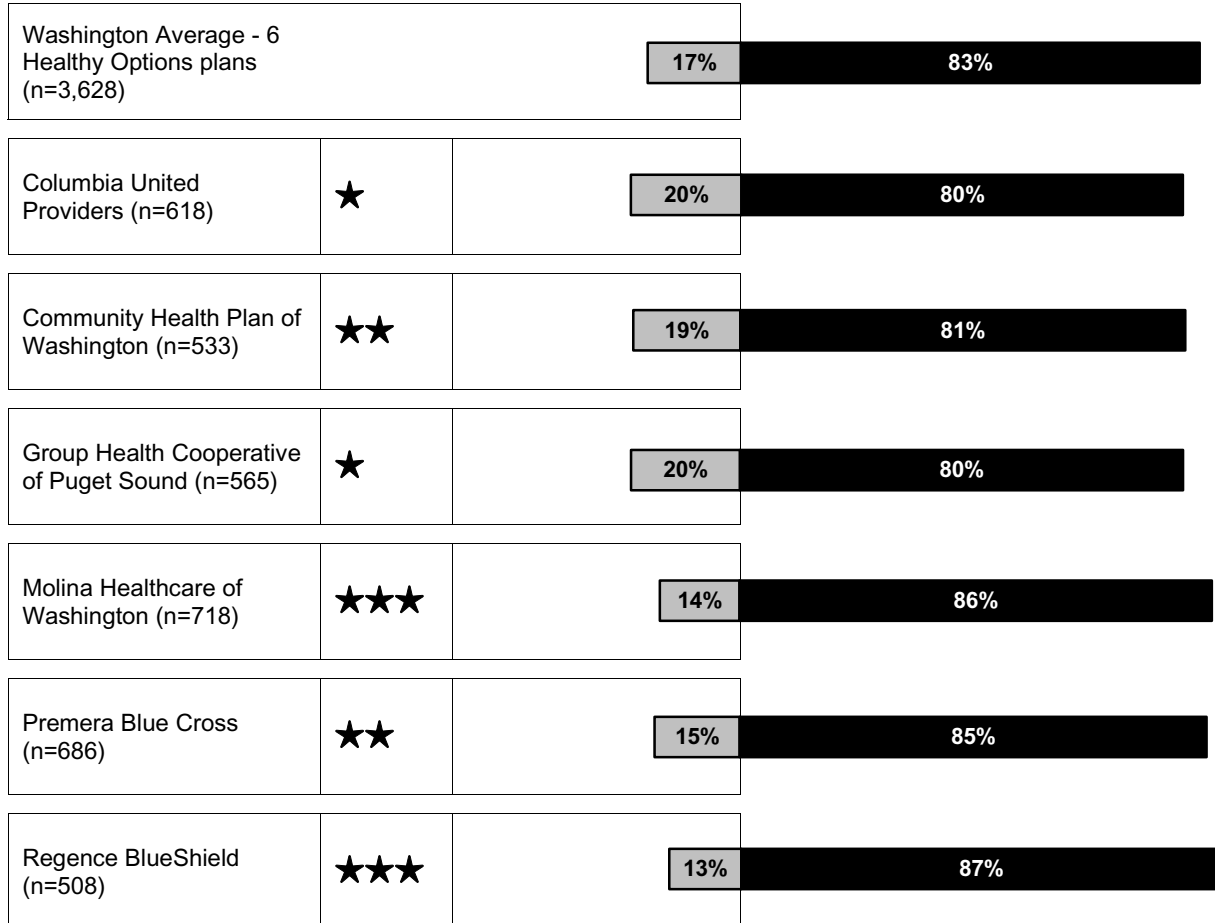


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Family Centered Care: Personal Doctor or Nurse Who Knows Child

This chart summarizes the responses to survey questions 8, 10, and 11 contained in the children with chronic conditions composite, “Family Centered Care: Personal Doctor or Nurse Who Knows Child.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

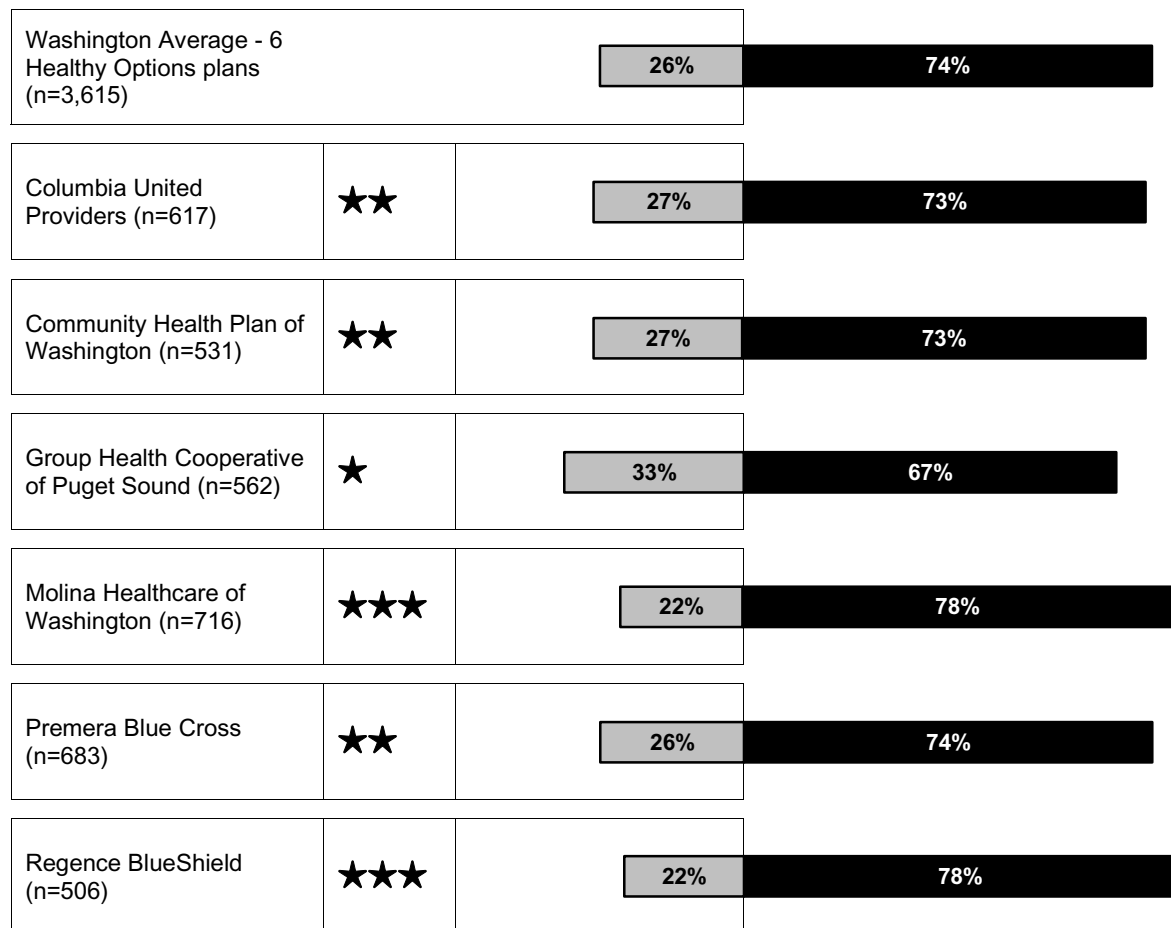
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Question 8

## Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q8. "In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing or behaving?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

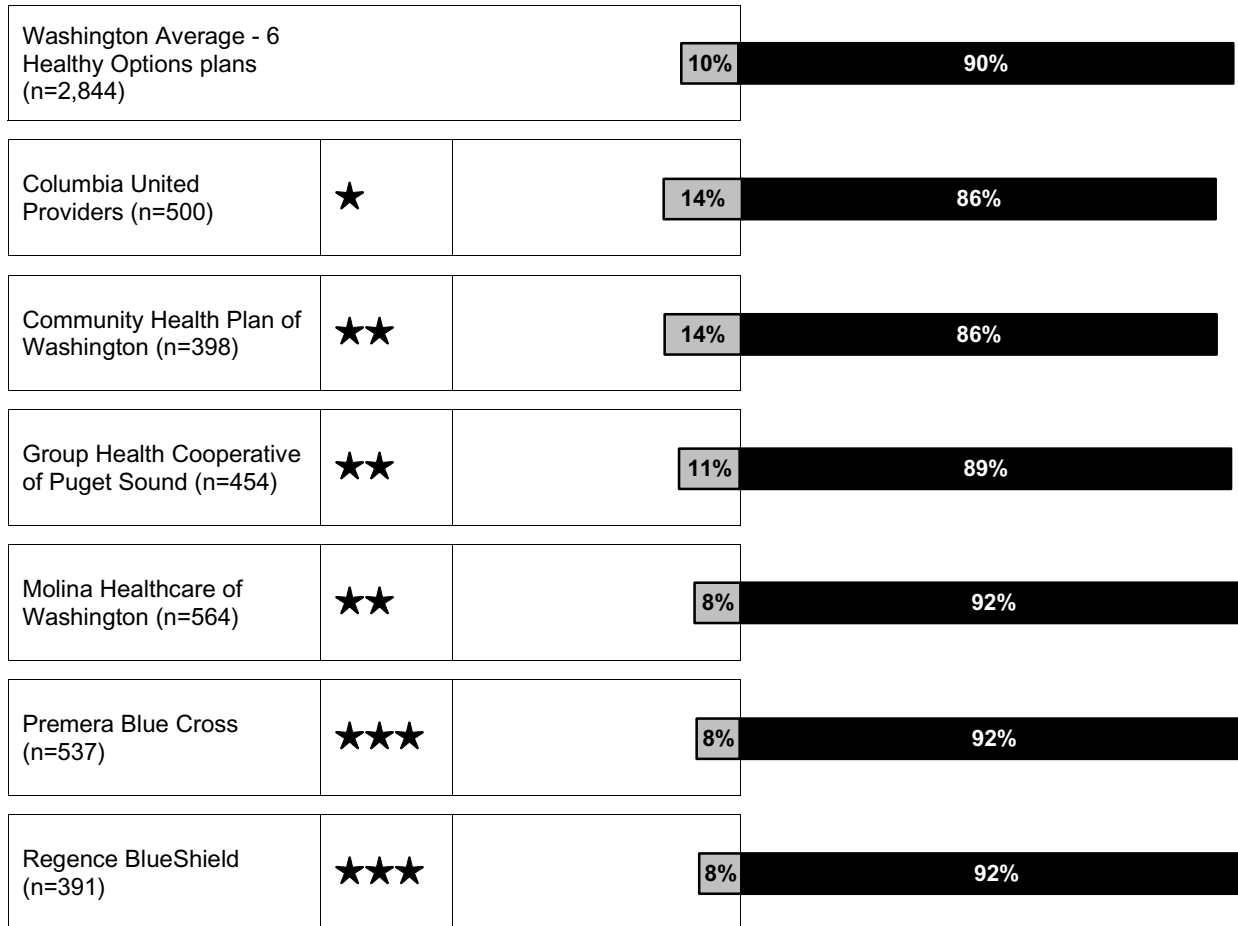
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Question 10

## Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q10. "Does your child's personal doctor or nurse understand how these medical, behavioral or other health conditions affect your child's day-to-day life?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

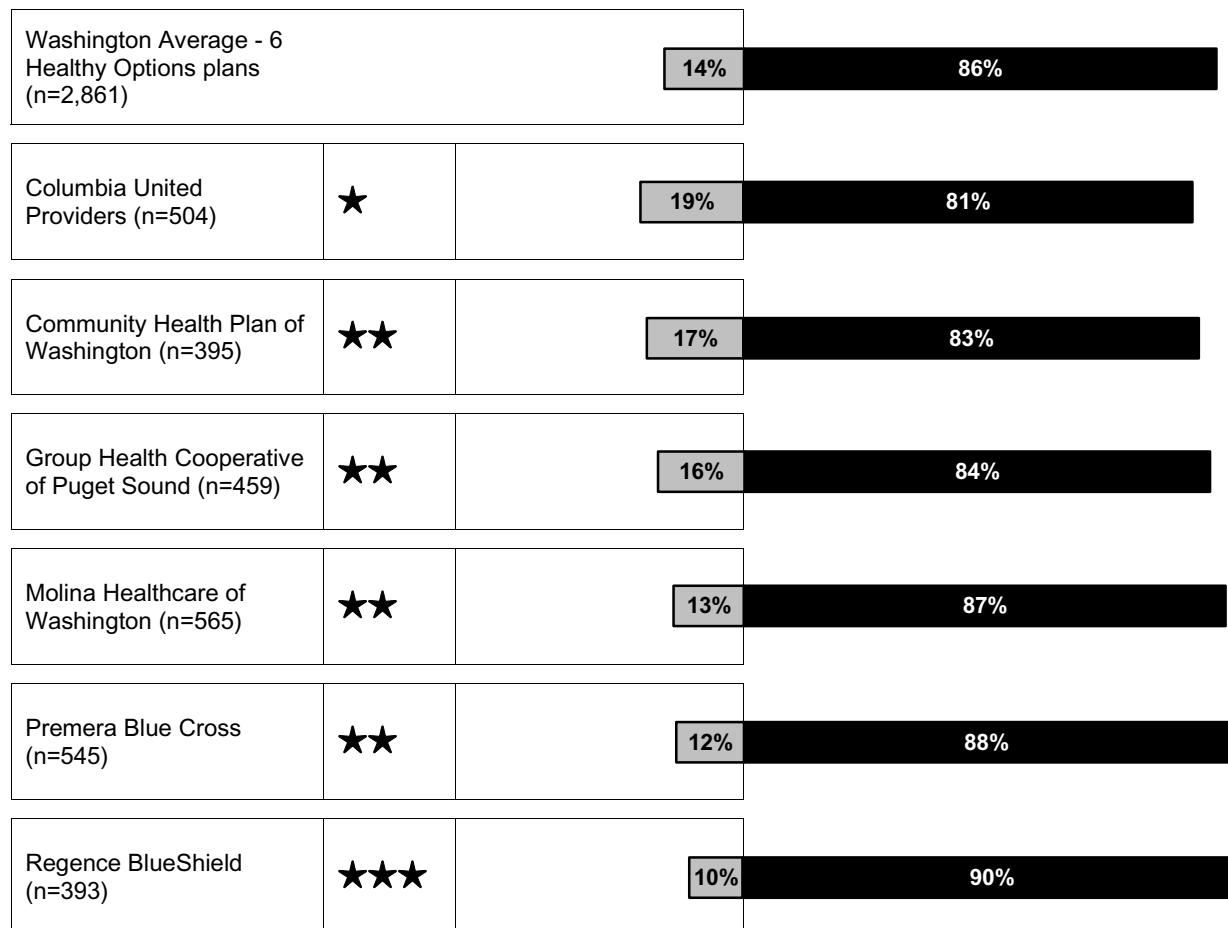
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Question 11

## Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q11. "Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



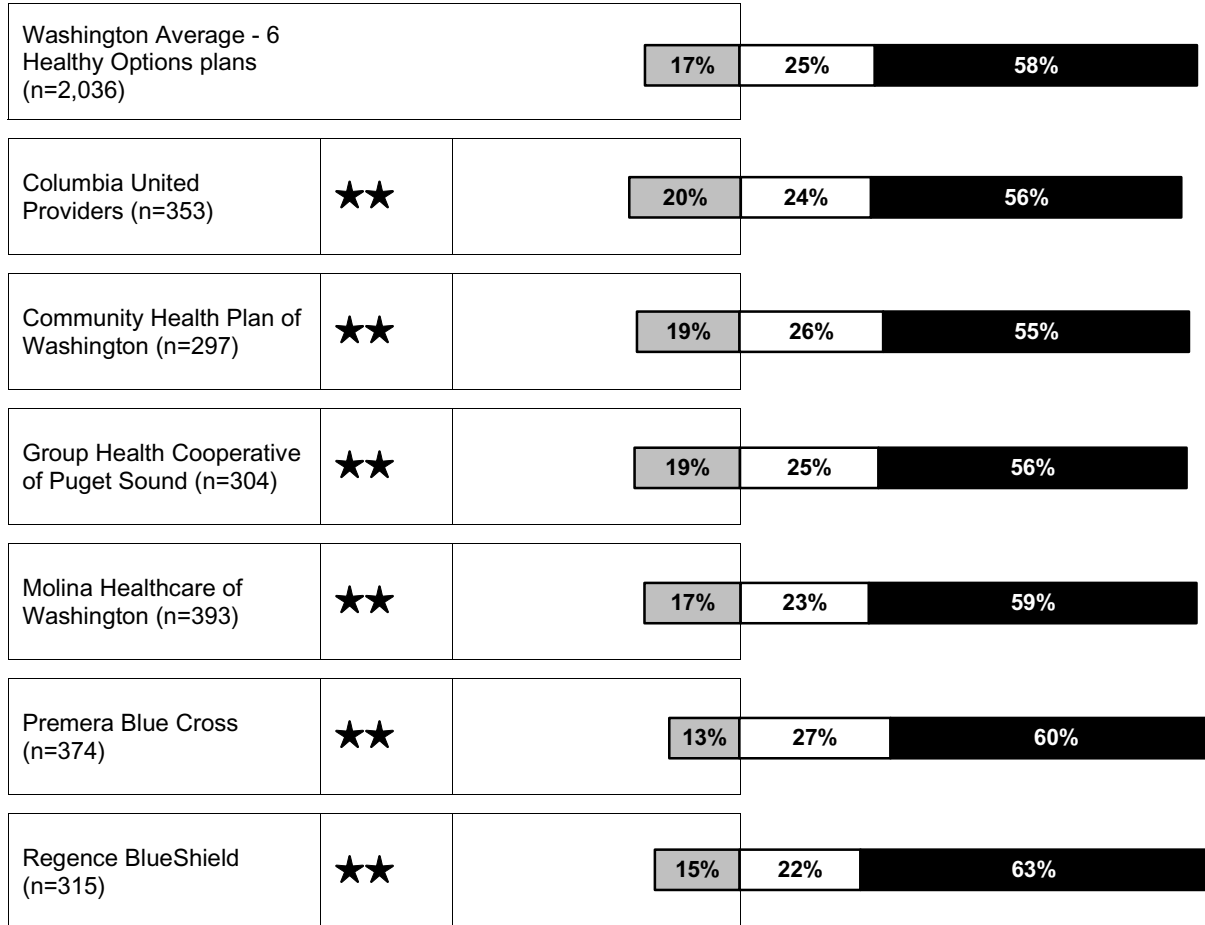
NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



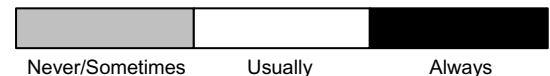
# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Family Centered Care: Shared Decision Making

This chart summarizes the responses to survey questions 47, 48, 49, and 50 contained in the children with chronic conditions composite, “Family Centered Care: Shared Decision Making.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 “Survey About Your Child’s Health Care” CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

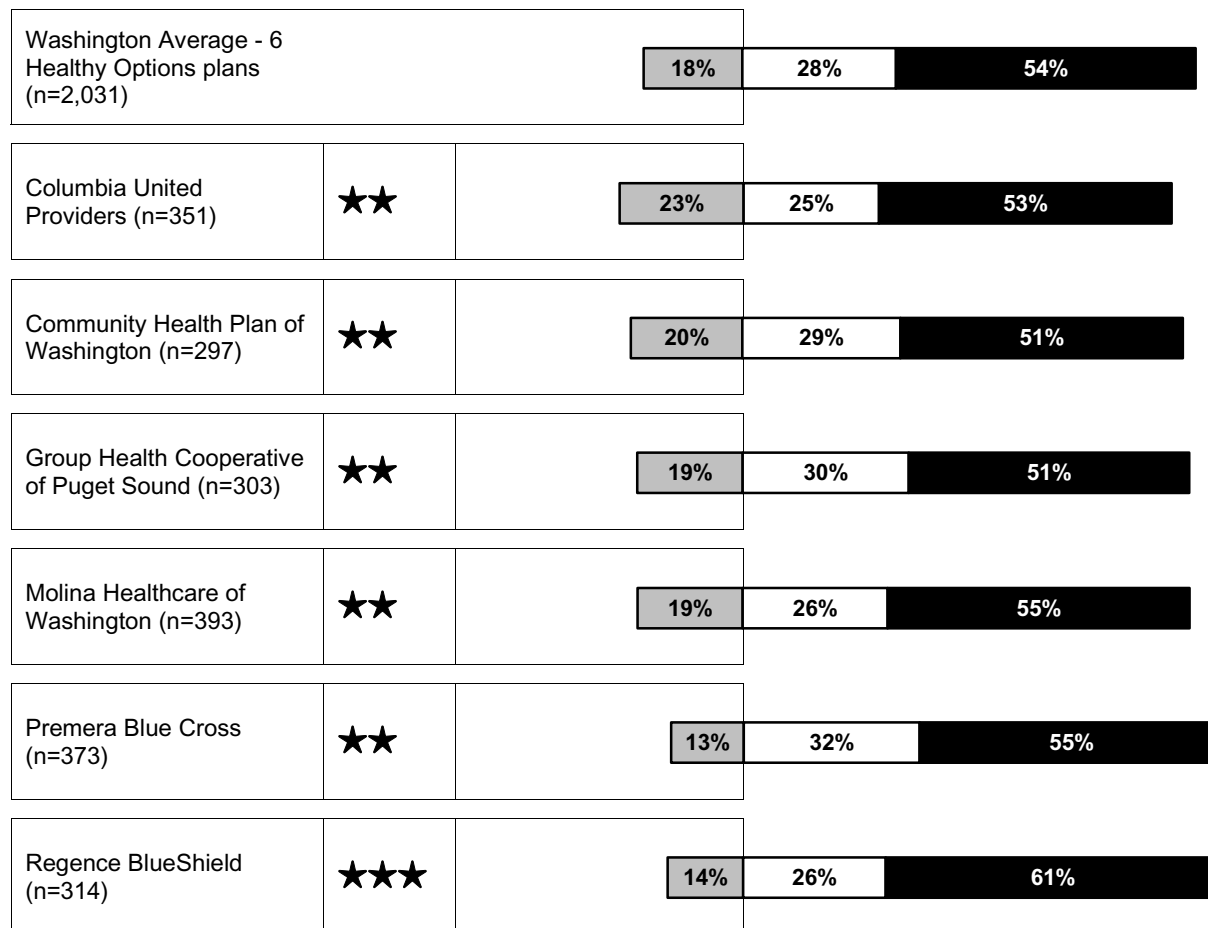
# Healthy Options Children with Chronic Conditions

## CAHPS<sup>®</sup> CCC Measurement Set

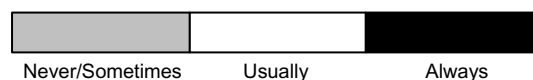
### Question 47

## Family Centered Care: Shared Decision Making

Q47. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS<sup>®</sup> Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

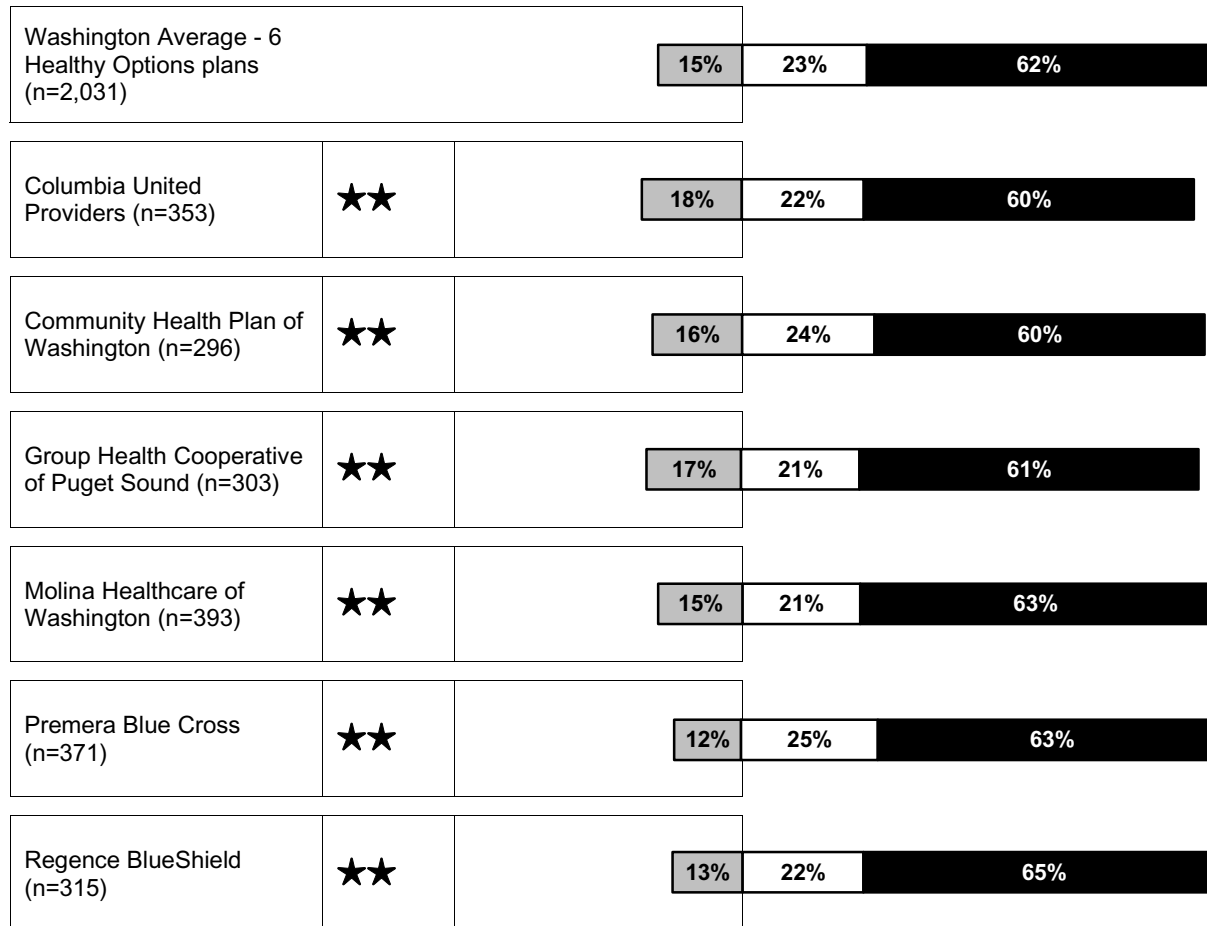
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

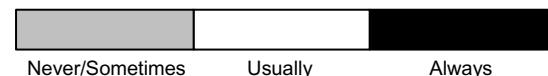
### Question 48

## Family Centered Care: Shared Decision Making

Q48. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

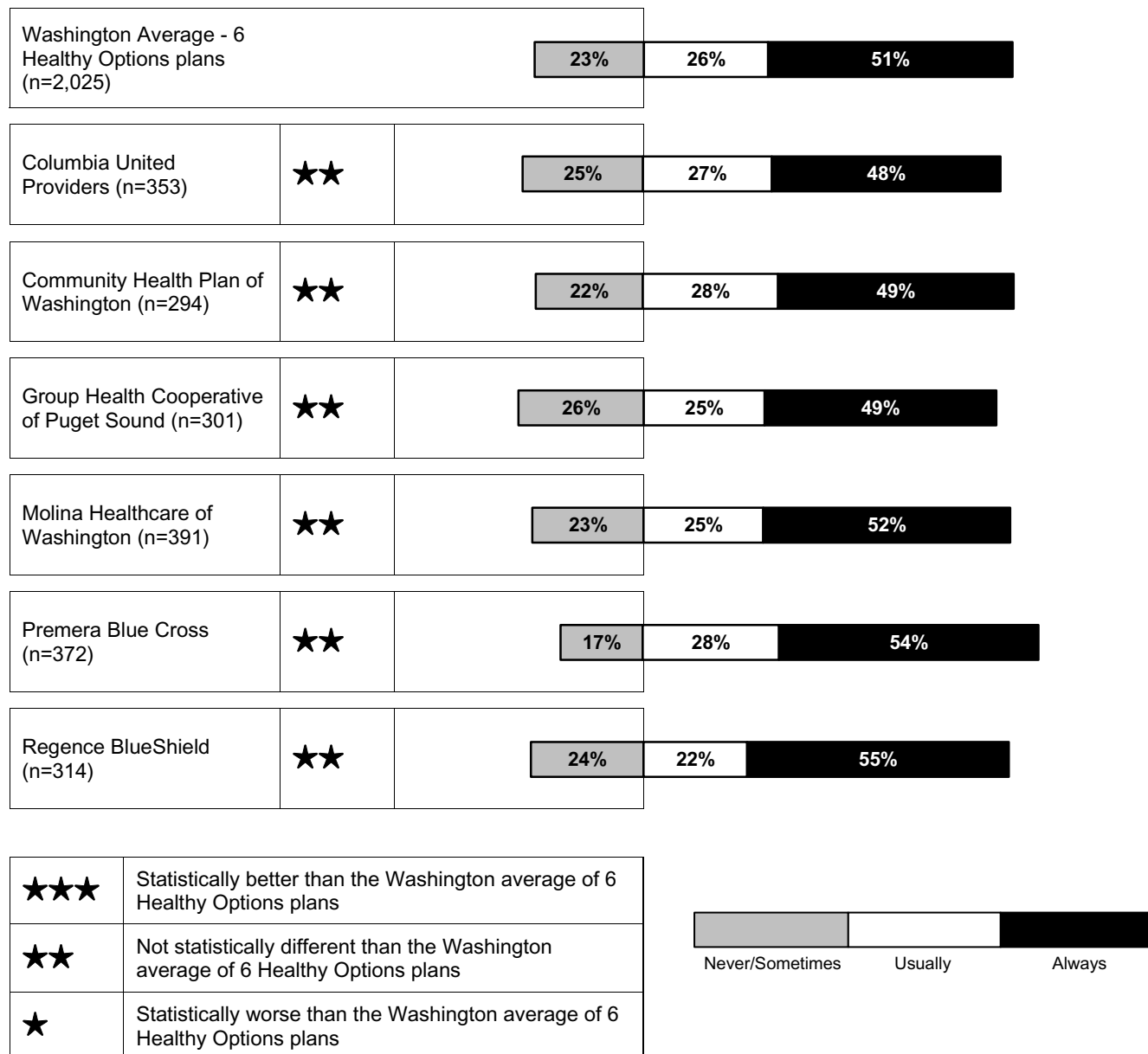
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Question 49

## Family Centered Care: Shared Decision Making

Q49. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

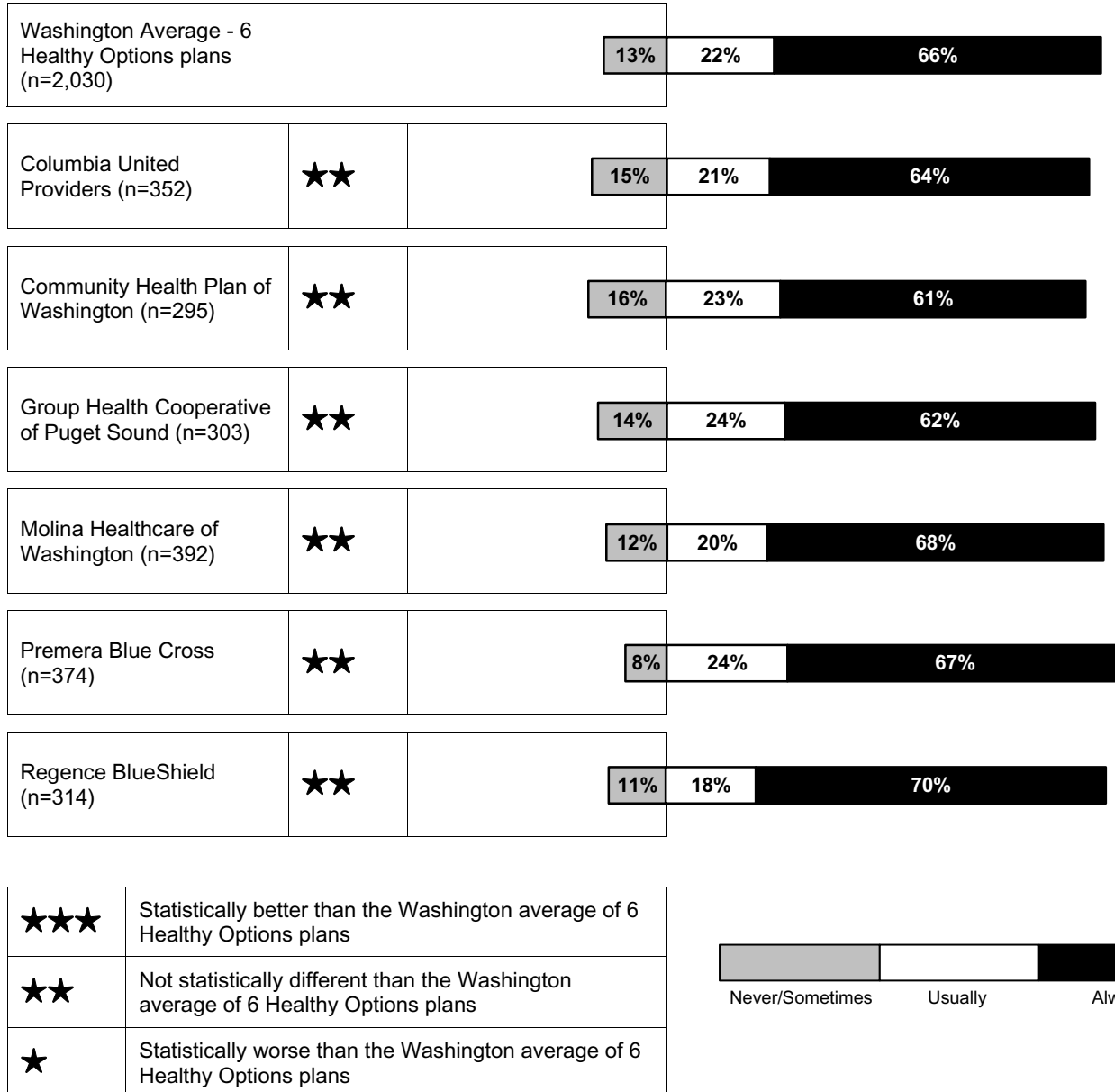
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Question 50

## Family Centered Care: Shared Decision Making

Q50. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"

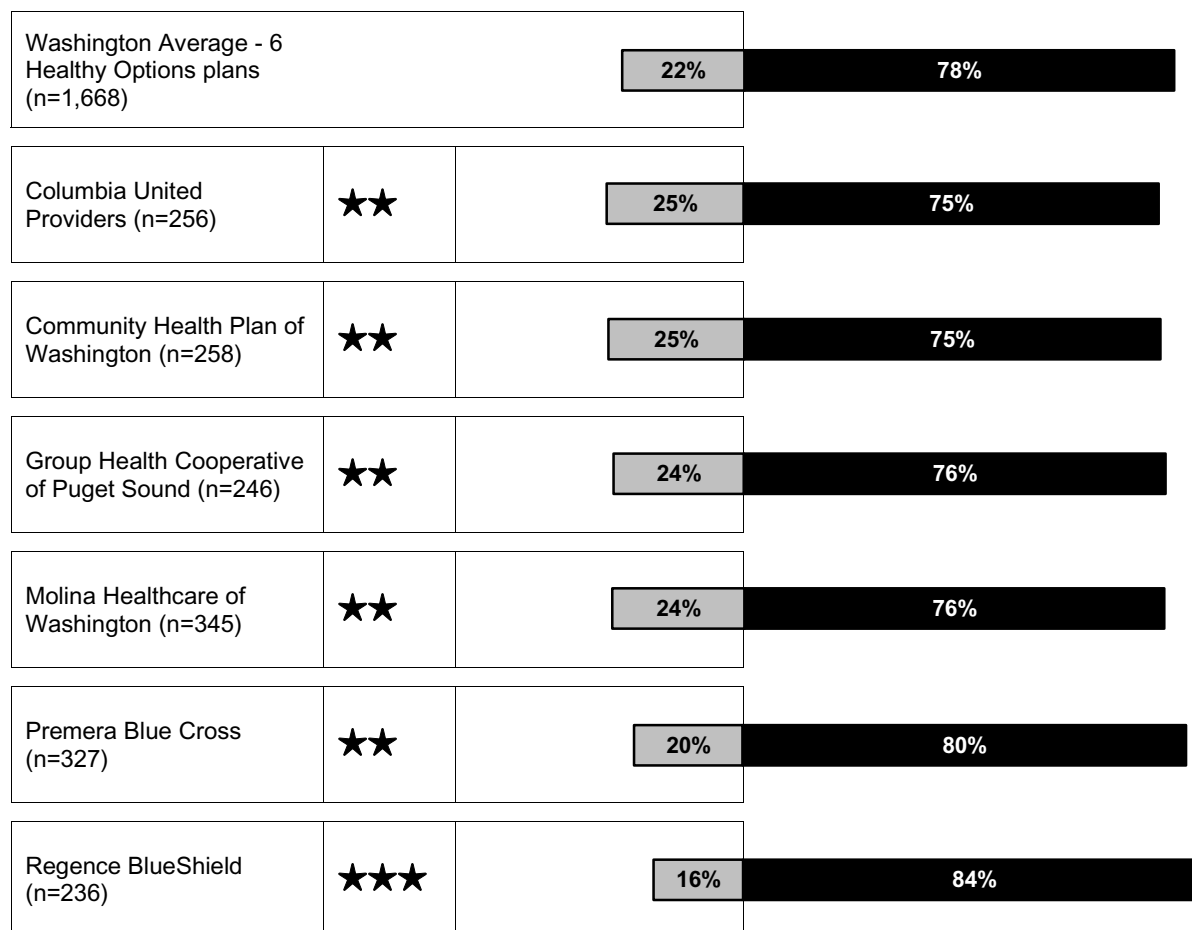


NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Coordination of Care

This chart summarizes the responses to survey questions 54 and 73 contained in the children with chronic conditions composite, "Coordination of Care." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

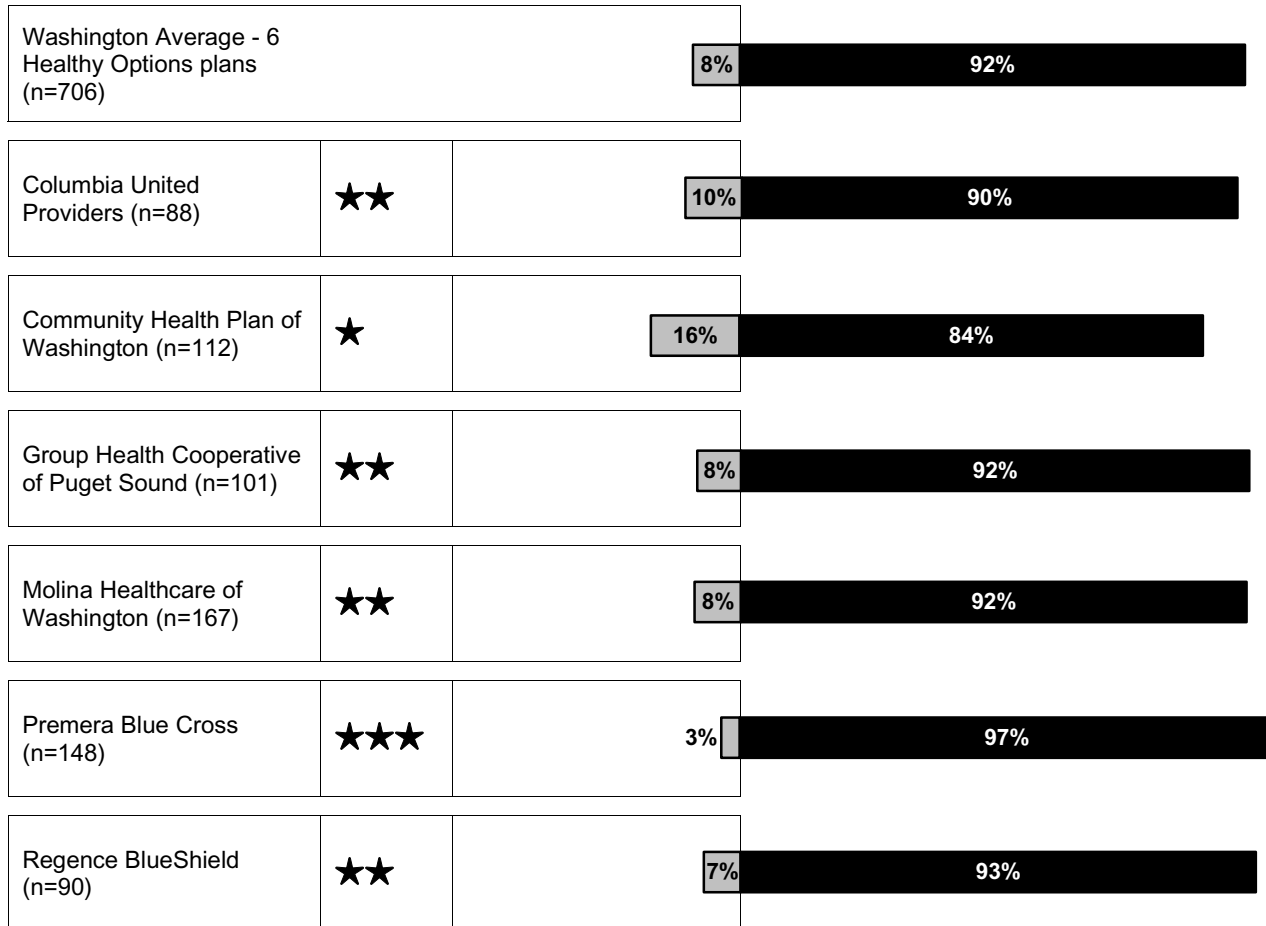
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

### Question 54

## Coordination of Care

Q54. "In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

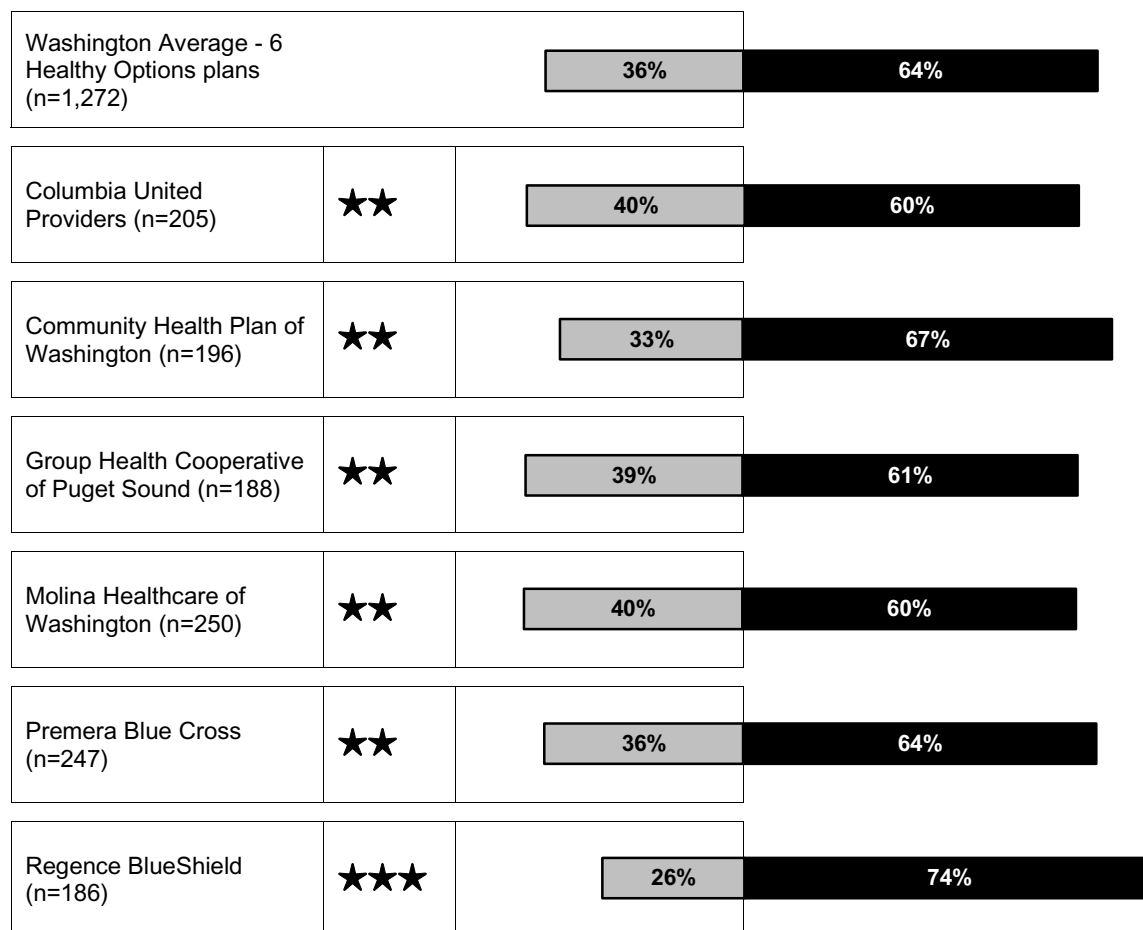
# Healthy Options Children with Chronic Conditions

## CAHPS<sup>®</sup> CCC Measurement Set

### Question 73

## Coordination of Care

Q73. "In the last 6 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS<sup>®</sup> Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.



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# State Children's Health Insurance Program CAHPS® Questions Composite and Questions

## Getting Needed Care

This chart summarizes the responses to survey questions 7, 10, 25, 26, and 27 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.

### Composite



Q7. "Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



Q10. "In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?"



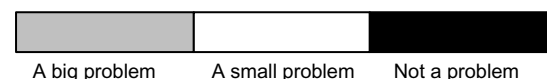
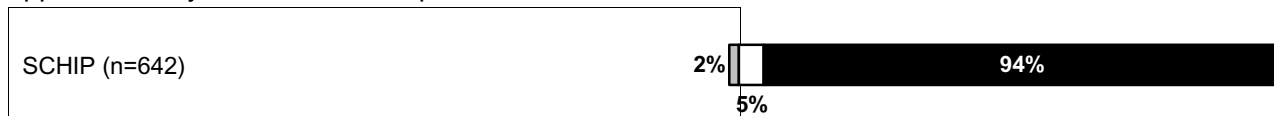
Q25. "In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?"



Q26 and Q27 are combined to create a single item:

Q26. "In the last 6 months, did you need approval from your child's health plan for any care, tests, or treatment? If a member responds with "No" to Q26, then this item is scored as "Not a problem." If a member responds with "Yes" to Q26, then the item is scored utilizing the response to Q27.

Q27. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?"



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# State Children's Health Insurance Program

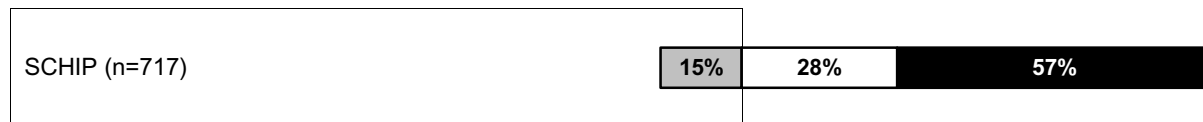
## CAHPS® Questions

### Composite and Questions

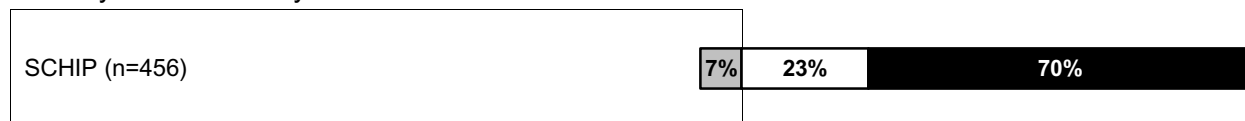
## Getting Care Quickly

This chart summarizes the responses to survey questions 15, 17, 20, and 28 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.

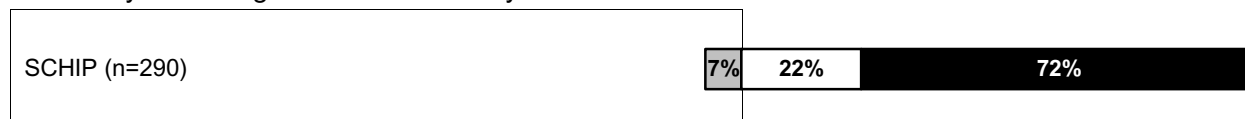
### Composite



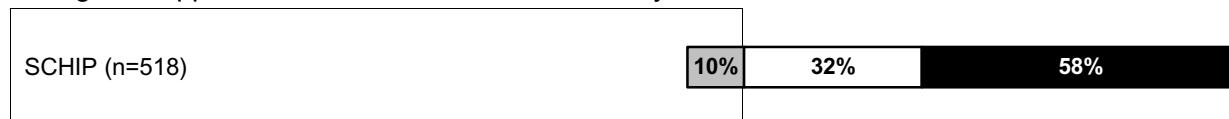
Q15. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



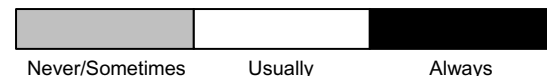
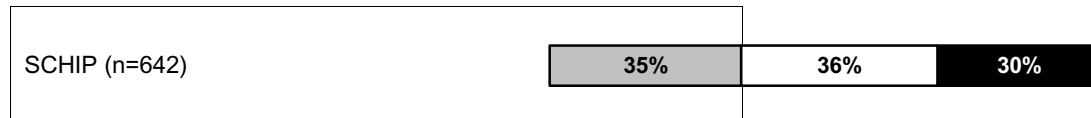
Q17. "In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?"



Q20. "In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?"



Q28. "In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?"



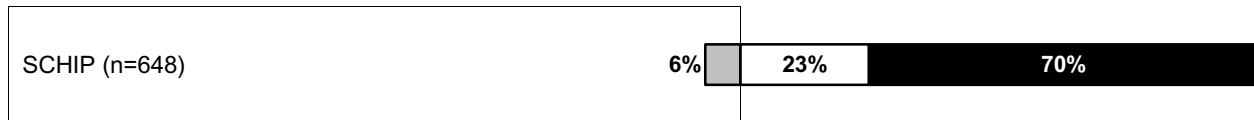
NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# State Children's Health Insurance Program CAHPS® Questions Composite and Questions

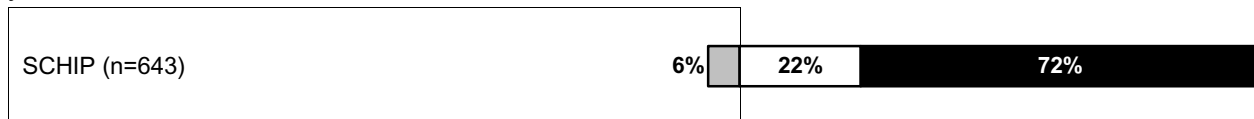
## How Well Doctors Communicate

This chart summarizes the responses to survey questions 31, 33, 34, and 38 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.

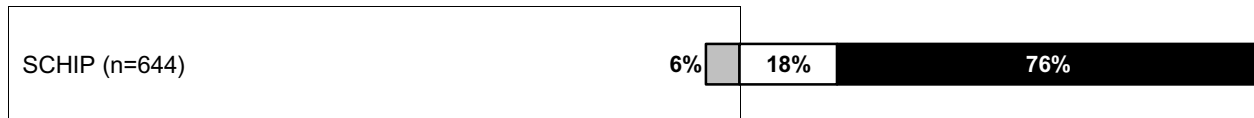
### Composite



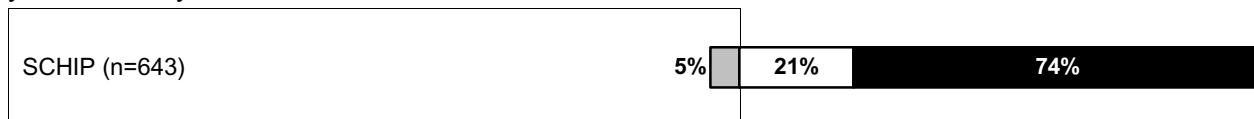
Q31. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



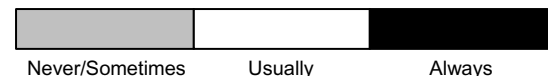
Q33. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



Q34. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q38. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# State Children's Health Insurance Program

## CAHPS® Questions

### Composite and Questions

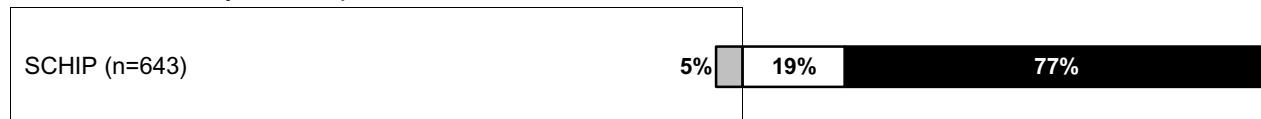
## Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 29 and 30 contained in the composite, "Courteous and Helpful Office Staff." Individual question-level responses immediately follow.

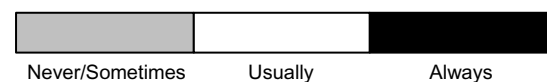
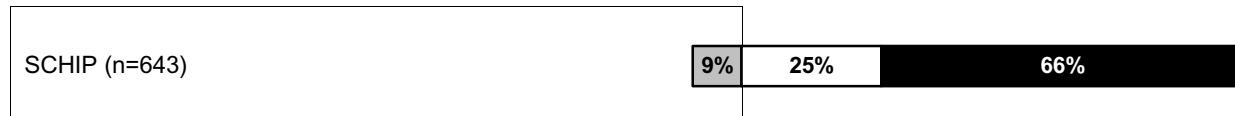
### Composite



Q29. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q30. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



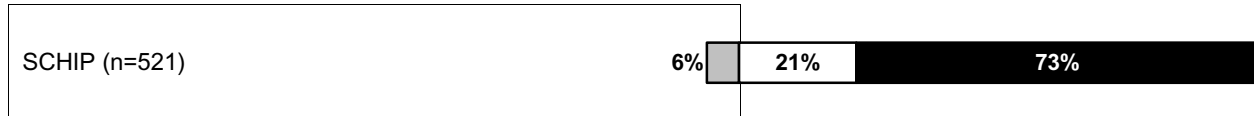
NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# State Children's Health Insurance Program CAHPS® Questions Composite and Questions

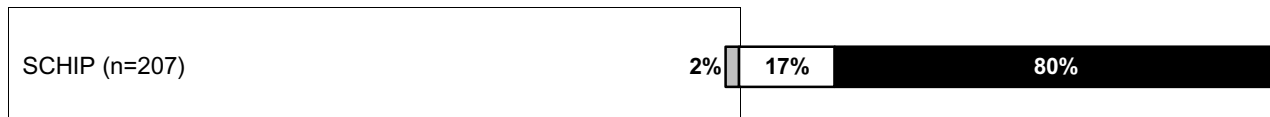
## Customer Service

This chart summarizes the responses to survey questions 53, 55, and 61 contained in the composite, "Customer Service." The Customer Service composite was calculated using AHRQ's methodology, which includes question 61. Individual question-level responses immediately follow.

### Composite



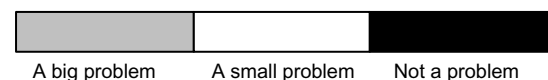
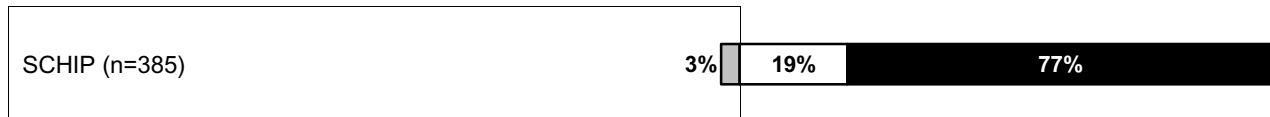
Q53. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q55. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



Q61. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# State Children's Health Insurance Program

## CAHPS® Questions

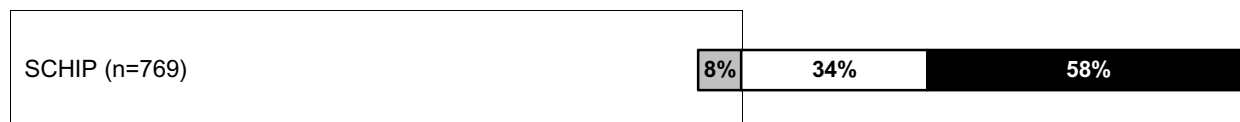
### Questions 5, 12, 39, and 62

## Rating of Personal Doctor or Nurse, Specialist, Health Care, and Health Program

This chart summarizes the responses to survey questions 5, 12, 39, and 62, which ask members to rate their personal doctor or nurse, specialist, all health care, and health program.

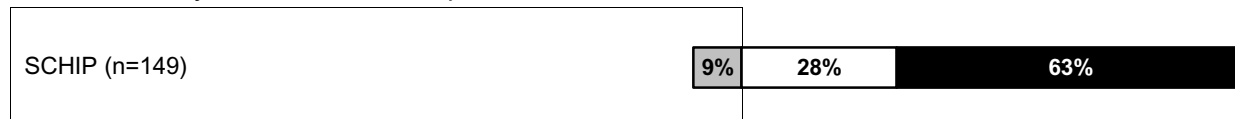
### Rating of Personal Doctor or Nurse

Q5. "Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse?"



### Rating of Specialist

Q12. "We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?"



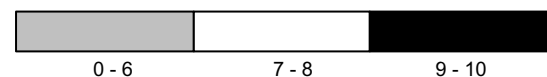
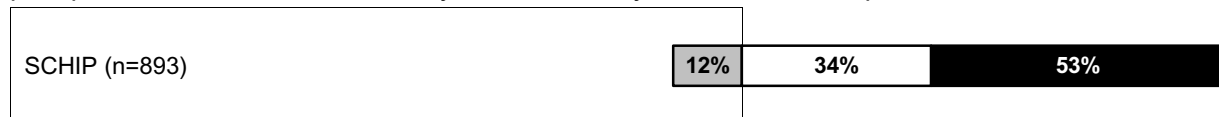
### Rating of All Health Care

Q39. "Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?"



### Rating of Health Program

Q62. "Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?"



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